



DAVAO DE ORO STATE COLLEGE
CITIZEN'S CHARTER
2024





**Davao De Oro State College
(DDOSC)**

CITIZEN'S CHARTER

I. About Davao de Oro State College

a. Creation of the College

Davao de Oro State College (formerly Compostela Valley State College) was first founded in 2001 through a bill filed by Congressman Manuel “Way Kurat” E. Zamora, which successively fought by Congresswoman Maria Carmen S. Zamora on July 2010. Consequently, on June 4, 2013, former President Benigno Simeon C. Aquino III signed into law the Republic Act No. 10598; thus, forming the state college in the golden valleys of the Davao Region.

b. The Premiers

On November 26, 2013, CHED Chairperson Patricia D. Licuanan, Ph.D., appointed Dr. Jesus Antonio G. Derije as Officer-in-Charge (OIC), as the College began its maiden classes in SY 2014-2015, followed through by Dr. Jonathan Bayogan as Officer-in-Charge appointed by the governing board on February 2015.

As the DDOSC endeavors an efficient management system, the College Administrators and the Board of Trustees held a Special Meeting on May 24, 2016, declaring and appointing Dr. Christie Jean V. Ganiera as the First President of the College, commencing on June 9, 2016. The appointment of Dr. Ganiera stabilized the progress of the College and improved the operations and outlook of the stakeholders as she continued her supervision on her (second) 2nd term as the College President.

c. Campuses and Academic Programs

DDOSC's main campus is erected in Compostela with an area of 1.8 hectares, and its extension campus in Laak with 2 hectares. Later, the College established three (3) branches serving the locals in the Municipalities of Maragusan, Montevista and New Bataan with an area of 1.6 hectares, 1.2 hectares, 1.16 hectares, respectively.



DDOSC opened its doors to enrollees with its academic programs in the field of:

- Education;
- Agricultural Technology;
- Entrepreneurship; and
- Criminology

d. From CVSC to DDOSC

Following the renaming of the province of Compostela Valley into Davao de Oro, through Republic Act 11297, approved on April 17, 2019, and ratified through a plebiscite on December 1, 2019, the state college that sits in the golden valley of Davao de Oro once again proved its responsive union to form and achieve a more coordinated and integrated system of higher education. Through the bill initially proposed by the 1st District Congressman Manuel "Waykurat" Zamora, the Compostela Valley State College in the Municipality of Compostela, Province of Davao de Oro, is renamed as Davao de Oro State College. The event took place on July 23, 2021, when President Rodrigo Roa Duterte signed into law the Republic Act 11575, which copy was personally presented to the DDOSC President, Dr. Christie Jean V. Ganiera, CESE, on September 10, 2021, at the Rizal Hall in Malacañang Palace.

The official renaming of Compostela Valley State College (CVSC) to Davao de Oro State College (DDOSC) holds true to its underpinning statement as a cradle of golden opportunities to its constituents and stakeholders towards achieving globally competent individuals enfolded with excellence, integrity, and solidarity.

II. Organizational Structure

To achieve the goals and objectives, the DDOSC is arranged into two major structural components: College Organizational Structure and Branch Organizational Structure. The College Organizational Structure keeps the supervision of all offices/divisions/sections/units of the College both for the academe and the administration. At the same time, the Branch Organizational Structure is responsible for maintaining the coordination of all offices/divisions/sections/units in the respective branches of the College.

In 2020, the Revised Organizational Structure of the College was adopted and approved as per Board of Trustees Resolution No. 31, series of 2020, during their 27th Regular

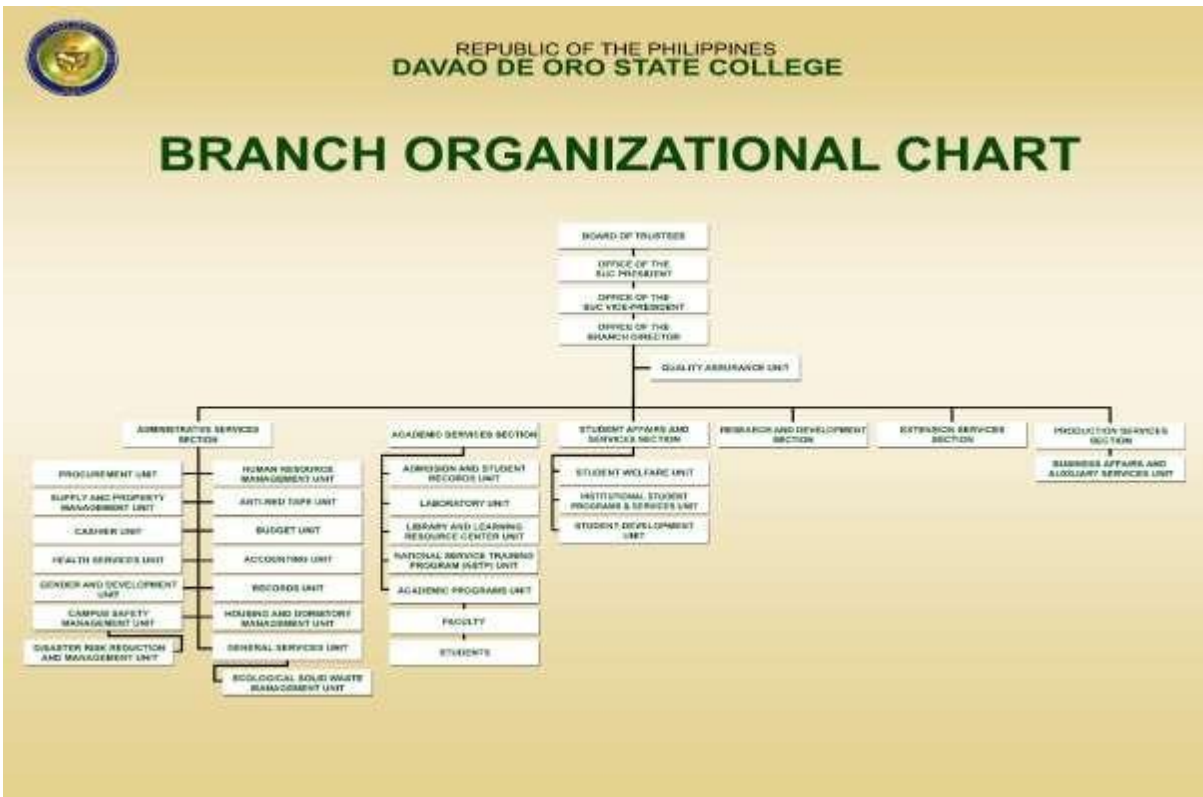


Meeting, dated June 25, 2020. This Revised Organizational Structure is based on the Revised Organizational Structure and Staffing Standards of SUCs, Level I Template.

Figure 1. DDOSC Organizational Structure



Figure 2. Branch Organizational Structure





III. Mandate

The College shall primarily provide advanced education, higher technological, professional instruction, and training in agriculture, science and technology, and other related fields. It shall also undertake research and extension services to support the socio-economic development of the Province of Davao de Oro and provide progressive leadership in its areas of specialization.

IV. Vision

A proactive academic pillar of the development in the ASEAN Region.

V. Mission

DDOSC shall provide golden opportunities to its stakeholder toward producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance.

VI. Service Pledge

"We, the Faculty and Staff of Davao De Oro State College, pledge to uphold future proof and high standards of educational services for the holistic development of lifelong learners, adhering strong moral and ethical principles and values towards producing locally responsive and globally competitive graduates.

We commit to continually strive for quality and excellence in the delivery of relevant and responsive instruction, research, extension and production initiatives, for the satisfaction of stakeholders and community.

We will maintain to provide dynamic administrative support in an environment of continuously improving operational and management processes in all its campuses under governance that advances cohesion, transparency, gender and equality, and accountability to meet applicable institutional requirements, statutory, regulatory, and international standards."

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COMPOSTELA MAIN CAMPUS



ADMISSION AND STUDENT RECORDS SECTION

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Section	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Incoming Freshmen Students and Transferees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For First Year:		
Admission Examination Result (1 original)		Guidance and Testing Unit
Enrollment Process Slip (1 original)		Admission and Student Records Section
Senior High School Form 138-A / ALS Certificate of Rating (1 original)		Previous School
Certificate of Good Moral Character (1 original)		Previous School
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		
2x2 recent ID picture with white background and name tag (2 pcs.)		
Long Brown Envelope (1pc.)		
Medical Certificate (1 original)		
For Transferees:		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University
Certificate of Good Moral Character (1 original)		Previous School/ University
Validation Form for Credited Courses (3 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS



Enrollment Process Slip (1 original)		Admission and Student Records Section		
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Section Personnel</i> <i>Health Services Unit Personnel</i>
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	<i>Faculty In-charge</i> <i>Department</i>
3. For first year: Present Enrollment Process Slip and secure Advising Slip. For transferees: Present Enrollment Process Slip and Transcript of Records from previous school. Fill-out the Validation Form and	3. Assess courses and issue Advising Slip to the student. 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the Enrollment Process	None	30 Minutes 1 Hour	<i>Faculty In-charge</i> <i>Dean and Associate Dean</i> <i>Department</i>



secure signature of the Dean and Associate Dean.	Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Section Personnel</i> <i>Faculty In-charge Department</i>
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Section Personnel</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>



7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	<i>Student Affairs and Services Division Personnel</i>
TOTAL FOR FIRST YEAR:		None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Returnees and Incoming 2 nd year to 4 th Year DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades		Admission and Student Records Section/ Department		
Enrollment Process Slip		Admission and Student Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Section



<p>2. Present Enrollment Process Slip and secure Advising Slip.</p> <p>For returnees: Present Enrollment Process Slip and update the Enrollment Profile Form in the Registry System.</p>	<p>2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.</p> <p>2.1 For returnees, check the completeness and accuracy of the data provided by the client.</p> <p>2.2 Sign the Enrollment Process Slip.</p>	None	<p>2 Hours</p> <p>2 Hours</p>	<p><i>Faculty In-charge</i></p> <p><i>Dean and Associate Dean</i></p> <p><i>Department</i></p>
<p>3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.</p>	<p>3. Encode the courses based on the Advising Slip and print the Certificate of Registration.</p> <p>3.1 Sign the Enrollment Process Slip.</p>	None	2 Hours	<p><i>Staff In-charge Admission and Student Records Section</i></p> <p><i>Faculty In-charge Department</i></p>
<p>4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.</p>	<p>4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student.</p> <p>4.1 Sign the Enrollment Process Slip.</p>	None	15 Minutes	<i>Cashier Unit Head</i>
<p>5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar.</p> <p>Secure validation sticker for ID.</p>	<p>5. Receive and check Advising Slip versus Certificate of Registration.</p> <p>5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>5.2 Issue sticker for ID validation and released validated Certificate of Registration.</p> <p>5.3. Sign the Enrollment Process Slip.</p>	None	1 Hour	<p><i>Staff In-charge Admission and Student Records Section</i></p>



6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Staff In-charge</i> <i>Scholarship Unit</i>
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS:		None	6 Hours	
TOTAL FOR RETURNEES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Existing DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Shifters:				
Accomplished Shifting Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades (1 original)		Admission and Student Records Section/ Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Counseling Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required enrollment documents. Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Section



2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	<i>Faculty In-charge</i> <i>Department</i>
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form. 3.1 Sign the Enrollment Process Slip.	None	5 Minutes	<i>Staff In-charge</i> <i>Admission and</i> <i>Student Records</i> <i>Section</i>
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting Form and Enrollment Process Slip.	4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for recommendation. 4.2 Sign the Enrollment Process Slip.	None	1 Hour	<i>Faculty In-charge</i> <i>Dean and Associate</i> <i>Dean</i> <i>Department</i> <i>(Current Program)</i>
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	<i>Staff In-charge</i> <i>Guidance and</i> <i>Testing Unit</i>
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	<i>Faculty In-charge</i> <i>Dean and Associate</i> <i>Dean</i> <i>Department</i> <i>(Accepting Program)</i>
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the	None	2 Hours	<i>Staff In-charge</i> <i>Admission and</i> <i>Student Records</i> <i>Section</i> <i>Faculty In-charge</i>



Form and confirm the encoded courses.	Enrollment Process Slip.			<i>Department (Accepting Program)</i>
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashiering Unit Head</i>
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip.	None	1 Hour	<i>Staff In-charge Admission and Student Records Section</i>
10. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Staff In-charge Scholarship Unit</i>
TOTAL:		None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



4. Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedure that covers all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS		
Consent Letter from the Parents or Guardian (1 original)		Provided by the Client		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Section
2. Proceed to the Guidance and Testing Unit and present the forms and other related documents.	2. Check the submitted forms and documents. Provide Exit Questionnaire. 2.1 Counseling will be done with the student. 2.2 Counter-sign the Forms.	None	2 Hours	Staff In-charge, Guidance and Testing Unit Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	3. Receive, verify, and sign the submitted forms. 3.1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Section



5. Receive the duly signed forms.	5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student.	None	15 Minutes	Staff In-charge Admission and Student Records Section
TOTAL:		None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Section		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who May Avail:	Student/Alumni/Duly Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Records Request Slip (1 original)		Admission and Student Records Section	
Records Claim Slip (1 original)		Admission and Student Records Section	
Official Receipt (1 original)		Cashier Unit	
Duly Signed Student Clearance Form		Admission and Student Records Section or download at https://tinyurl.com/ASRSFORMS	
Transcript of Records (1 Colored Photocopy)		Provided by the Client	
Diploma (1 Colored Photocopy)			
Documentary Stamps (30.00/copy)			
Mailing Stamp (depends on the location)			
Additional Requirement for Duly Authorized Representative		Provided by the authorized representative	
Authorization Letter (1 original)			
Any Valid ID (1 original for verification, 1 photocopy with 3 signatures)			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	1. Receive and check requirements. 1.1 Provide Records Request Slip and Claim Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Section
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and issue the Official Receipt.	See table below	15 Minutes	Staff In-charge Cashiering Unit
3. Present the Official Receipt to the Admission and Student Records Section and secure the Records Claim Slip.	3. Receive and check the Official Receipt. 3.1. Issue the Student Records Claim Slip indicating the date of release. 3.2. Process the requested document/s.	None	5 Minutes 3 Days	Staff In-charge Admission and Student Records Section
4. Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip. 4.1. Provide the monitoring logbook. 4.2. Issue the requested credential.	None	20 Minutes	Staff In-charge Admission and Student Records Section
TOTAL:		See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR) (for Graduates, first copy of Transcript of Records for Employment is free of charge.)	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process

(This process pertains to the application for admission of incoming first-year, and transfer students to the institution.)

Office/Division:	Appraisal and Testing Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Incoming first-year, transferee students, and high school graduates (old curriculum)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior High School Applicants:				
DDOSC Admission Test Application Form		Appraisal and Testing Unit		
Two (2) pcs of 2x2 picture		Provided by the applicant		
Certification as proof that the applicant is a graduating student		Provided by the applicant		
Transferee Applicants:				
DDOSC Admission Test Application Form		Appraisal and Testing Unit		
Two (2) pcs of 2x2 picture		Provided by the applicant		
Transcript of records (TOR)		Provided by the applicant		
High school graduates (old curriculum):				
DDOSC Admission Test Application Form		Appraisal and Testing Unit		
Two (2) pcs of 2x2 picture		Provided by the applicant		
Form 138/Diploma		Provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	1. Post the admission application period at: https://www.facebook.com/profile.php?id=100063638413603 1.1 Verify the documents of applicants for completeness and authenticity. 1.2 Issue an acknowledgment slip to the student applicant.	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	2. Prepare the schedule for the admission test. 2.1 Publish the scheduled examination to inform the applicants at: https://www.facebook.com/profile.php?id=100063638413603	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) calendar weeks after the scheduled examination	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head / Cashier Unit Staff
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head / Cashier Unit Personnel
TOTAL		Total Outstanding Balance	10 Minutes	



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Students, Suppliers, and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Staff
TOTAL		Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:		Cashier Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For currently enrolled students: College Identification Card or Certificate of Registration.</p> <p>For not officially enrolled students of the current semester: Any valid identification card</p>		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and Fill-in the request logbook.	1. Prepare the statement of account. 1.1 Check and verify the document before the approval	None	20 minutes	Cashier Unit – Staff Cashier Unit – Head
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Staff
TOTAL		None	22 Minutes	



CASHIER UNIT

Internal Services



1. Collection of Unexpended Funds

(This process pertains to the collection of unexpended funds indicating the surplus amount that an employee is required to pay beyond the claimed cash advances, travel expenses, or salaries and wages.)

Office/Division:		Cashier Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All DDOSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip (1 original)		Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Payment Order Slip.	1. Check and Verify the Payment Order Slip.	None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff
2. Pay the indicated amount to be returned	2. Receive the payment	Cash Advance/Amount Paid less Expenditure/Adjustment	3 Minutes	Cashier Unit – Head / Cashier Unit Staff
3. Receive and sign on the logbook for outgoing documents.	3. Issue Official receipt to the client			
TOTAL		Cash Advance/Amount Paid less Expenditure/Adjustment	8 Minutes	



CASHIER UNIT

Internal/External Services



1. Releasing of Check

(This process pertains to releasing of check for payment to identified payees.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Business G2C - Government to Citizen G2C - Government to Government			
Who may avail:	Suppliers All DDOSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the suppliers: Official Receipt/ Collection Receipt/ Cash Invoice		Provided by the Client		
For the students and employees: Valid Identification Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	Check and Verify the submitted documents	None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff
2. Receive and sign the Disbursement Voucher and Check Released logbook.	Release the check.	None	5 Minutes	Cashier Unit – Head / Cashier Unit Staff
TOTAL		None	10 Minutes	



FINANCE SERVICES

Internal Services



1. Issuance of Certification

(This process pertains to the issuance of certification related to information generated by or originating from the Finance Services Unit that a Provided by the Client may need for legal and official purposes. Certifications are issued to affirm the validity of information.)

Office/Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request Form (1 original)		Accounting Unit		
Representative (Additional Documents)				
Authorization Letter (1 original)		Provided by the Client		
Government- issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
Government -issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form	1. Provide Request Form	None	5 Minutes	Accounting Unit
2. Fill up and submit the Request Form to the Accounting Unit	2. Receive the Request Form 3.1 Start processing the request	None	2 Days	Accounting Unit
3. Receive the certification and sign to out-going logbook at the Office of the Accounting Section	3. Issue the certification	None	3 Minutes	Accounting Unit
TOTAL		None	2 Days, 8 Minutes	



2. **Payment of Cash Advance for Travelling Expenses**

(This process pertains to the payment of cash advance for travelling expenses to any authorized employee or personnel to take part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.)

Office/Division:	Accounting Unit	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		
Disbursement Voucher (1 original, 3 photocopy)	Provided by the Client	
Budget Utilization Request/Obligation Request and Status (1 original, 3 photocopy)	Provided by the Client	
Itinerary of travel (1 original, 1 photocopy)	Provided by the Client	
Invitation letter/Communication letter (1 original, 1 photocopy)	Provided by the Client	
Endorsement letter (1 original, 1 photocopy)	Provided by the Client	
Travel order (1 original, 1 photocopy)	Provided by the Client	
For Foreign Travel (additional requirement)		
Travel Authority	Board of Trustees	
Evaluation Form	Commission on Higher Education	
Assessment of International Conference/Meeting issued by International Affairs Staff	Commission on Higher Education	
Board Resolution	Office of the College and Board Secretary	
For multiple claimants		
Payroll (1 original, 1 photocopy)	Provided by the Client	
Representative (additional requirement)		
Authorization Letter (1 original)	Provided by the Client	
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the Client	



Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to the Budget Unit	1.Receive the documents from client .1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing of payment of cash advance for travelling expenses	None	4 Days	<i>Budget Unit</i> <i>Accounting Unit</i>
2. Receive the Check and sign the receive portion of the Disbursement Voucher and sign in the out-going logbook at the Cashier's Section	2. Release the check to the client.	None	10 Minutes	<i>Cashiering Unit</i>
TOTAL		None	4 Days, 10 Minutes	

3. Payment of Salaries and Wages

(This process pertains to the processing of salaries and wages including the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.)

Office/Division:	Accounting Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who May Avail:	Regular Employees Job Order Personnel Contract of Services Personnel Part-time Personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Biometric Print out (1 original)		Provided by the Client		
Daily Time Record (2 original, 1 photocopy)		Provided by the Client		
Accomplishment Report (as applicable, 2 original, 1 photocopy)		Provided by the Client		
MPOR (2 original, 1 photocopy)		Provided by the Client		
Travel Order (1 original, 2 photocopies)		Provided by the Client		
Certificate of Appearance/Participation (1 original, 2 photocopies)		Provided by the Client		
Contract (1 original, 2 photocopies)		Provided by the Client		
Representative (additional requirements)				
Authorization Letter (1 original)		Provided by the Client		
Government- issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
Government- issued identification card of the representative (1 original, 1 photocopy back -to -back with affixed three (3) signature specimen)		Representative		
Last salary (additional requirements)				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Provided by the Client		
Salary due to deceased employee/personnel (additional requirements)				
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by the Representative		
Marriage contract authenticated by NSO (1 original, 1 photocopy)		Provided by the Representative		
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the HRMU	1. Prepare payroll	None	1 day	Human Resource Management Unit
	1.1 Start processing the payment of salaries and wages		3 days, 4 hours	Accounting Unit; Budgeting Unit; Cashiering Unit



2. Receive the salaries and wages and sign on the payroll at the Cashier's Office. <i>*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.</i>	2. Release the salary to the client	None	10 Minutes	Cashiering Unit
TOTAL		None	4 Days, 4 Hours, 10 Minutes	

4. Payment of Reimbursement for Travelling Expenses

This process pertains to the Payment of reimbursement for travelling expenses to any authorized employee or personnel that took part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.

Office/Division:	Office of the Chief for Administration and Finance		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who May Avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Disbursement Voucher (1 original, 3 photocopy)		Provided by the Client	
Budget Utilization Request/Obligation Request and Status (1 original, 3 photocopy)		Provided by the Client	
Itinerary of travel (1 original, 1 photocopy)		Provided by the Client	
Invitation letter/Communication letter (1 original, 1 photocopy)		Provided by the Client	
Endorsement letter (1 original, 1 photocopy)		Provided by the Client	
Travel order (1 original, 1 photocopy)		Provided by the Client	
For Foreign Travel (additional requirement)			
Travel Authority		Board of Trustees	
Evaluation Form		Commission on Higher Education	



Assessment of International Conference/Meeting issued by International Affairs Staff		Commission on Higher Education		
Board Resolution		Office of the College and Board Secretary		
Representative (additional requirement)				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back-to -back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents to the Budgeting Unit	1. Receive the documents from client	None	5 Minutes	<i>Budgeting Unit</i>
	.1 Check the appropriateness, completeness and legality of the claim		1 Day	<i>Accounting Unit; Budgeting Unit; Cashier Unit</i>
	1.2 Start processing of payment of cash advance for prize		2 Days, 7 Hours	<i>Accounting Unit; Budgeting Unit; Cashier Unit</i>
2. Receive the Check, sign the receive portion of the Disbursement Voucher and sign in the out-going logbook at the Cashier's Office	2. Release the check.	None	10 Minutes	<i>College Cashier, Cashier Unit</i>
<i>* If the payment for reimbursement is through ATM, the reimbursement will automatically be credited to his/her account.</i>				
TOTAL		None	3 Days, 7 Hours, 15 Minutes	



FINANCE SERVICES

External Services



1. Payment of Prizes

(This process pertains to the payment of prizes given to winners of official activities conducted by the College.)

Office/Division:	OCAF			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Certificate of winners (1 original, 1 photocopy)		Unit conducting the activity		
Documentation (1 original, 1 photocopy)		Unit conducting the activity		
Representative (additional requirements)				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1original, 1 photocopy back- to -back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents units conducting the program/activity/ project	1. Receive the documents from client 1.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing of payment of cash advance for prizes	None	4 Days	Unit conducting the PAP Accounting Unit Accounting Unit; Budgeting Unit; Cashier Unit
2. Receive the Check, sign the receive portion of the Disbursement Voucher and	2. Release the check.	None	10 Minutes	Cashier Unit



sign in the out-going logbook at the Cashier Unit				
TOTAL		None	4 Days, 10 Minutes	

2. Payment of Commercial Claims

(The process pertains to payment to suppliers whose goods and services have been engaged by the College.)

Office/Division:	OCAF			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Businesses whose services have been engaged by the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request for billing/Sales Invoice/Billing Statement/Delivery Receipt		Provided by the Client		
Statement of work accomplished (as applicable)		Provided by the Client		
Pictures of accomplishments (as applicable)		Provided by the Client		
Representative (additional requirements)		Provided by the Client		
Special Power of Attorney		Provided by the Client		
Government issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
Government issued identification card of the representative (1 original, 1 photocopy back - to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the Supply and Property Management Unit	1. Provide the log book to the client	None	5 Minutes	Head, Property and Supply Management Unit
2. Submit all required documents to the Supply and Property Management Unit	2. Receive the required documents from client 2.1 Check the appropriateness and completeness of the documents 2.2 Start processing the payment	None	4 Days	Head, Property and Supply Management Unit Accountant Accountant
3. Receive the Check, issue Official Receipt, sign the receive	3. Release the check to the client and receive the	None	10 Minutes	Cashier



portion of the Disbursement Voucher and sign in the out-going logbook at the Cashiering Unit *If the payment of commercial claim is through ATM, the amount will automatically be credited to the client's bank account.	Official Receipt from the client.			
TOTAL		None	4 Days, 15 Minutes	

3. Payment of Honoraria

(Payment of honoraria can be availed by an individual whose services been engaged by the College.)

Office/Division:	OCAF		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who May Avail:	Individual whose services been engaged by the College		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
Certificate of service rendered (1 original, 1 photocopy)		Office who spear-headed the activity	
Profile/Curriculum Vitae (1 original, 1 photocopy)		Provided by the Client	
Documentation (1 original, 1 photocopy)		Provided by the Client	
Representative (additional requirements)			
Authorization Letter (1 original)		Provided by the Client	
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client	
Government-issued identification card of the representative (1 original, 1 photocopy back-to- back with affixed three (3) signature specimen)		Representative	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to the person in-charge of the program/activity/project	1. Receive the documents and process the Obligation Request and Disbursement Vouchers 1.1 Submit the documents to finance for processing of payment	None	5 Minutes 4 days	Lead office/unit of the program/activity/project Budgeting Unit; Accounting Unit; Cashiering Unit
2. Receive the Check, issue Official Receipt, sign the receive portion of the Disbursement Voucher and sign in the out-going logbook at the Cashiering Unit *If the payment of commercial claim is through ATM, the amount will automatically be credited to the client's bank account.	2. Release the check to the client.	None	10 Minutes	Cashiering Unit
TOTAL		None	4 Days, 15 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee’s interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4. Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
TOTAL		None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee’s interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student’s Referral Slip		Guidance and Counseling Unit		
Student Call Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	1.1. Prepare the Counselor’s Referral Form. 1.2. Confirm with the client the intent to be referred to the Guidance Counselor. 1.3. Fill out the referral form and submit it to the guidance and counseling office.	None	5 Minutes	Faculty/ Prefect of Discipline
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	5 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.	None	40 minutes	Guidance Counselor
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
TOTAL		None	1 Hour	



HEALTH SERVICES UNIT

External/Internal Services



1. Processing of Insurance Claims

(This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRIMARY REQUIREMENTS				
For Students: College ID/Certificate of Registration – (1 Original) For Employees: Employees ID (Faculty/Staff) – (1 Original)		Provided by the Client		
Insurance Forms – (1 Original)		School Clinic		
SECONDARY REQUIREMENTS				
A. For Hospitalization and/or Accident Claim:				
Medical Certificate – (1 Original)		Provided by the Client		
Hospital bills (If Confined) – (1 Original)				
Prescription of medicine – (1 Original)				
Receipts, Invoice or other evidences of expenses – (1 Original)				
Police Report (for Vehicular Accident ONLY) – (1 Original)				
B. For Death Claim:				
Funeral Contract – (1 Original)		Provided by the Representative		
Death Certificate with PSA Certification of the Claimant – (1 Original)				
C. For Fire Claim:				
Certificate from the Bureau of Fire – (1 Original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign client’s logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel



4. Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	<i>HSU Personnel</i>
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	<i>HSU Personnel</i>
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	<i>HSU Personnel</i>
TOTAL		None	2 Months and 19 Minutes	



2. Dental Services

(This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Dental Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	HSU Personnel
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.	None	25 - 30 Minutes	Dentist
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	Dentist
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	Dentist
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	Dentist
TOTAL		NONE	42 Minutes	



3. Issuance of Medical Certificate for Employees and Students

(This process pertains to the issuance of medical certificate to all clients availing this service.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Laboratory Results (CBC, UA, SA, X-ray etc.) – (1 Original)		Clinic or Hospital of Choice		
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.) Note: Secure laboratory request if lab results are unavailable	4. Interpret and assess Laboratory results Note: Give laboratory request when necessary	None	5 Minutes	Physician
5. Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel
TOTAL			30 Minutes	



4. Medical Consultation and Treatment

(This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel
TOTAL			27 Minutes	



HEALTH SERVICES UNIT

External Services



1. Medical Profiling and Physical Examination for Enrollment

(This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) – (1 Original copy each)		Provided by the client		
Annual Drug Test Result – (1 Original)		Provided by the client		
Medical Certificate – (1 Original)		Provided by the client		
Physical Examination Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and present requirements needed.	1. Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination Prepare Medical Clearance	None	10 Minutes	Physician HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
TOTAL			25 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION

Internal Services



1. Application of Travel Order

This process pertains to the application of a Travel Order before undertaking official travel. The purpose behind the travel request is detailed within the Travel Order itself.

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Present Employees of DDOSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order (2 copies)		Human Resource Management Unit (Travel Order Forms are also downloadable at https://tinyurl.com/DDOSCHRForms .)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the Travel Order form and then proceed to submit it.	Receive the travel order from the client Assign travel order number to the submitted travel order The HRMU Head affix initial next to the assigned travel number. Log travel details	None	10 Minutes	HRMU Staff HRMU Head HRMU Staff
2. None	Forward the Travel Order to the proper authorities for approval Proper authorities shall sign/ approve/ disapprove the Travel Order	None	3 Minutes 1 Day	HRMU Personnel VPAA CAF College President
3. Follow up the status of the Travel Order before the travel date	Inform the Client about the status of the Travel order	None	3 Minutes	HRMU Staff
TOTAL:		None	1 Day and 16 Minutes	



2. Application for Leave of Absence

This process pertains to the filing of Leave of Absence requests by officials and employees of Davao De Oro State College. This allows them to be excused from work, either with or without pay, as stipulated by relevant laws. The college accepts and processes these leave applications accordingly.

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Active DDOSC Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 6 (Application for Leave) 2 (original Copies) and other applicable attachments: a. Sick Leave beyond 5 days (Attachment: 1 original copy of medical certificate) b. Special Emergency Leave (Attachments: 2-3 printed pictures proof of calamity & photocopy of declaration of affected area) c. Leave beyond 30 days (Attachments: 2 original copies Approved letter of intent and 3 original copies of clearance) d. Maternity Leave (Attachments: 1 original copy letter of assumption upon return and 1 original copy of medical certificate, if leave not fully consumed) e. Parental Leave (Attachment: 1 Photocopy of valid Solo Parent ID Card)		Human Resource Management Unit (CS Form No. 6 Application for Leave Form is also downloadable at https://tinyurl.com/DDOSCHRFForms .)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out form and inquire leave balance from the assigned HR Staff • <i>Filing of leave of absence depends on the nature of leave</i>	1. Check records and inform employee of his/her leave balance. Advice the employee to return the leave form upon approval from the proper	None	10 Minutes	HRMU Staff



<i>applied for, subject to existing CS rules and laws.</i>	authorities.			
2. Submit the filled-out form to the HRMU and fill out the logbook for Leave Application	2. Receive the Leave form to fill-in leave balance portion and update the personnel leave card. Certify the leave balance reflected on the form.	None	10 minutes	HRMU Staff HRMU Head
3. None	3. Seek approval of leave from proper authorities Proper authorities shall sign/approve/disapprove the leave application of the employee.	None	2 Days	HRMU Staff VPAA CAF College President
4. Receive and sign on the Logbook for outgoing documents	4. Inform the client of the status update of the Leave Application, and Issue the Approved Leave Form	None	3 Minutes	HRMU Staff
TOTAL:		None	2 Days, 23 Minutes	



3.Issuance for Authority to Travel Abroad

This process pertains to the issuance of Authority to Travel which serves as proof that the employee is authorized to travel abroad with the approval of the Head of Agency or by the authorized officials.

Office/Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
WHO MAY AVAIL	All regular DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Approved Leave form (by immediate supervisor) (2 original)		Provided by the Client		
2. Letter duly noted by the Immediate Head that the absence will not hamper the operation.		Provided by the Client		
3. Request for personal travel authority using the online request form.		Human Resource Management Unit https://tinyurl.com/DDOSCHRequestForm		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for personal Travel Authority and requirements	1. Receive request for personal Travel Authority, Leave Form and other attachments	None	5 minutes	HRMU Staff
2. None	1. Prepare personal Travel Authority and print copies 2. Fill-in leave balance portion and update the personnel leave card. The HRMU Head certifies the leave balance.	None	10 Minutes	HRMU Staff HRMU Head



3. None	1. Review the printed Travel Authority and other documents from the Client 2. Forward the Authority to Travel to the Office of the College President for Approval		5 Minutes 1 Day	HRMU Head College President
4. Receive and sign on the Logbook for outgoing documents	1. Release the approved authority to travel to the client	None	3 Minutes	HRMU Staff
TOTAL			1 Day and 22 Minutes	

4. Issuance for Certificate of Compensatory Overtime Credit

This process pertains to the processing and issuance of a Certificate of Compensatory Overtime Credits (COC) of Personnel who rendered authorized overtime services. A Certificate of COC is provided when overtime services are rendered. The COC is based on the number of Compensatory Time-Off (CTO) credits earned by the requesting personnel. The Certificate of COC is a supporting document when filing for a CTO.

Office/Division:	Human Resource Management Unit		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
WHO MAY AVAIL	All DDOSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly signed Daily Time Record (DTR) for the month requested (2 original copies)		To be provided by the applicant.	
Approved Letter for Extension of Service – (1 copy)		To be provided by the applicant.	



CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the HRMU	1. Receive and check as to the completeness of the requirements	None	2 minutes	<i>HRMU Staff</i>
	1.1 Prepare the Certificate of Compensatory Overtime Credit		2 minutes	
	1.2 Compute the overtime Credits		30 minutes	
	1.3 Endorse the Certificate of Compensatory Overtime Credit to the Office of the College President for Signature/Approval		1 day	
	1.4 Receive the approved Certificate of Compensatory Overtime Credit from the Office of the College President			
	1.5 Inform the Client/s for the update of the requested document			
2. Receive and sign on the Logbook for outgoing documents	2. Release the Certificate of Compensatory Overtime Credit	None	3 Minutes	<i>HRMU Staff</i>
TOTAL			1 Days and 35 Minutes	

5. Issuance for Payslip

This process pertains to the Issuance of Payslip, a document issued to Davao De Oro State College (DDOSC) employees as proof of their earnings, the tax they have paid, contributions (GSIS, Pag-Ibig, PhilHealth), and loan deductions.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government



WHO MAY AVAIL		Active DDOSC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via goggle form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.1 Prepare the requested Payslip 1.2 Endorse to the HRMU for approval.		5 Minutes	<i>HRMU Head</i>
2. Receive the payslip, and Sign the Log book for outgoing documents	2. Release the document duly signed by the HRMU Head	None	3 Minutes	<i>HRMU Staff</i>
TOTAL			18 Minutes	

6. Issuance of Endorsement Letter to Landbank This process pertains to the Issuance of Endorsement Letter to Landbank, a process of authenticating employment for opening of a Landbank (LBP) payroll account.				
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
WHO MAY AVAIL	Active/newly hired DDOSC personnel without LBP payroll accounts (plantilla, casual, part-time, directly hired JO/COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via Google form		Human Resource Management Unit https://DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. File online request through Google form	1.1 Check, & verify submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.2 Prepare the requested document			
	1.3 Endorse to the HRMU for approval.		5 Minutes	<i>HRMU Head</i>
2. Receive the LBP Endorsement and Sign in the Log book for outgoing documents	2. Release the document duly signed by the HRMU Head	None	3 Minutes	<i>HRMU Staff</i>
TOTAL		None	18 Minutes	



HUMAN RESOURCE MANAGEMENT SECTION

Internal/External Services



1. Issuance for Certificate of Employment and Service Record This process pertains to the issuance of certificate of employment and service record to both employed and formerly employed teaching and non-teaching employees. The certificate of employment contains position, office, duration of employment, salary and purpose, while the service record contains detailed information of appointment and the purpose.				
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
WHO MAY AVAIL	Present employees of DDOSC (Davao De Oro State College), and individuals who were formerly employed by the college but are no longer in its service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For currently employed: Online Request of Certificate of Employment or Service Record		Human Resource Management Unit https://tinyurl.com/DDOSCHRRRequestForm		
For former employee: 1. Online Request of Certificate of Employment or Service Record 2. Accomplished Clearance for separated employee (1 original copy)		Human Resource Management Unit https://tinyurl.com/DDOSCHRRRequestForm Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For currently employed: File online request through Google form	1. Check and verify the submitted request	None	5 minutes	HRMU Staff
For former employee: File online request through Google form and present accomplished clearance	2. Check and verify the submitted request, and the clearance submitted	None	5 minutes	HRMU Head
2. None	2. Prepare the Certificate of Employment/Service Record and forward to proper authorities for approval For COE: Verify Certificate of Employment for Approval For Service Records Verify Service Records	None	10 Minutes 10 Minutes 1 Day	HRMU Staff HRMU Head College President



	for Approval			
3. Receive and sign on the Logbook for outgoing documents	3. Release the Service Record/ Certificate of Employment	None	3 Minutes	<i>HRMU Staff</i>
TOTAL		None	1 Day and 33 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card (This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 Picture, White Background (1 Original)		Provided by the Client		
Library Card Form (1 original)		Library and Learning Resource Center Section -Reference Desk or Online Application Online Application: https://tinyurl.com/LIBCARDMain		
Library Card Registration Form (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	16 Hours/ 2 Days	



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card Form (1 original)		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr_g_oKeH6T3fqvgL0Xo		
1x1 Picture, White Background (1 original)		Provided by the Client		
Library Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	7 Minutes	



3. Open Database Electronic Access Services (This process pertains to the effective monitoring of both online and offline electronic resource access. This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Library Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	1. Assist the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fill in the 'Reservation Form' and submit it to the designated In-Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees, Students, and Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading for Faculty, Staff, and Students	
Entrance Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 Laminated)	Provided by the Client
Borrowing for Faculty and Staff	
Borrower’s card (1original)	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Any government-issued identification card (1 original)	Provided by the Client
Borrowing for Student	
Online Reservation for out of campus clients	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Borrower’s Card/ Borrower’s Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 laminated)	Provided by the Client
Borrowing for Outside Researcher	
Online Reservation for out of campus clients	Library and Learning Resource Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Recommendation Letter from their School Librarian or Administrator (1 original)	Provided by the Client



Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completeness/correctness of the presented document.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	2.2. Subsequently, release the resources to the client for the intended purpose.			
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.			
TOTAL: FACULTY, STAFF, AND STUDENTS OUTSIDE RESEARCHER		None None	8 Minutes 10 Minutes	



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.)				
Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who May Avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Faculty and Staff				
Borrower's Card (1 original)			Library and Learning Resource Center Section-Reference Desk	
Any government-issued identification card (1 original)			Provided by the Client	
Borrowed Resources			Provided by the Client	
Student				
Borrower's Card/Borrower's Logbook (1 original)			Library and Learning Resource Center Section -Reference Desk	
Library Card (1 laminated)			Library and Learning Resource Center Section -Reference Desk	
Borrowed Resources			Provided by the Client	
Official Receipt (For over-due books)			Cashier Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the documents handed over by the client (such as Government ID, Library	None	5 Minutes	Library and Learning Resource Center Section, Personnel



	Card). b. Return the resources into its proper place.			
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.	The length of the penalty or the fine imposed depends on how long the books are overdue.	2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-Charge	3.1 Receive the payment from the client and issue an Official Receipt.		3 Minutes	Head/Cashier Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		1 Minute	Library and Learning Resource Center Section, Personnel
TOTAL:		Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room (This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form (1 original)		Library and Learning Resource Center Section- Reference Desk		
For Students: Library Card (1 laminated)		Provided by the Client		
For Employees: Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	1. Assist the client during the AVR reservation process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL		None	7 Minutes	



PROCUREMENT UNIT

EXTERNAL SERVICES



1. Issuance of Bidding Documents

This process pertains to acquire bidding documents allowing suppliers and contractors to compete in the bidding as mandated by the law (RA 9184).

Office/Division		PROCUREMENT UNIT		
Classification:		SIMPLE		
Type of Transaction:		G2B – GOVERNMENT TO BUSINESS		
Who may avail:		Supplier/Contractor/Consultant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the Bidding Documents 1.1. Sign on the logbook with date & time the Order of Payment slip received.	1. Assess the contractors/supplier s on the fee. Issue Order of Payment Slip to prospective bidder. 1.1. Provide Monitoring Logbook to the client.	NONE	5 minutes	Procurement Unit Staff
2. Pay the bidding fee to the Cashier Unit.	2. Receive payment and issue Official Receipt.	Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Cashier Unit Staff
3. Provide photocopy of the Official Receipt. 3.1 Sign on the Logbook with date & time the bid documents received.	3. Release to the prospective bidder/ supplier the complete set of bid documents. 3.1 Provide Monitoring Logbook to the client.	NONE	2 minutes	Procurement Unit Staff
TOTAL		Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC)	12 minutes	



APPLICABLE FEES FOR BIDDING DOCUMENTS

Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



2. Issuance & Receipt of Request for Quotation Forms

This process pertains to the Issuance of Request for Quotation Forms to be filled out by the prospective bidder/supplier and receipt of filled out request for quotation forms.

Office/Division		PROCUREMENT UNIT		
Classification:		SIMPLE		
Type of Transaction:		G2B – GOVERNMENT TO BUSINESS		
Who may avail:		Supplier/Contractor/Consultant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the quantity and amount of the Request for Quotation Form (RFQ). 1.2 End User signs on the logbook with date & time upon receipt of the RFQ. <i>Note: The end user should reach out to three (3) potential suppliers/clients who are interested in providing quotes by completing the Request for Quotation Form.</i>	1. Issue to the End User at least 3 RFQs Form after his/her Purchase Request has been approved by the Budget Unit, the College President, and the Chairperson of the Bids and Awards Committee (BAC) after BAC meeting. 1.2 Provide monitoring logbook to the end user	NONE	5 minutes	<i>Procurement Unit Staff End User</i>
2. Submit the Filled out RFQs and forward it to the Procurement Unit Office. 2.1 End User signs on the logbook with date and time after the Filled out RFQ are verified and received.	2. Check/Verify the Filled Out RFQ Form from End-User. 2.1 Provide monitoring logbook to the end user.	NONE	5 minutes	<i>Procurement Unit Staff End User</i>
	TOTAL	NONE	10 MINUTES	



PROCUREMENT UNIT

INTERNAL SERVICES



1. Preparation and Submission of Annual Procurement Plan

This process pertains to the preparation and submission of Annual Procurement Plan. An approved Annual Procurement Plan enables the end user to facilitate purchase requests for acquiring goods and services accordingly, as outlined in their Project Procurement Management Plan.

Office/Division		PROCUREMENT UNIT		
Classification:		COMPLEX		
Type of Transaction:		G2G – GOVERNMENT TO GOVERNMENT		
Who may avail:		All Office/Division/Section/Unit (End User) of the college		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PROJECT PROCUREMENT MANAGEMENT PLAN			Provided by the Client (end-user)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Procurement Unit the Approved Project Procurement Management Plan (PPMP) 1.1. Sign on the logbook with date & time upon submission of the PPMP.	1. Consolidate the Approved Project Procurement Management Plan (PPMP) of all office, division /section/unit (end user) of the college 1.1 Provide Logbook to the End User.	NONE	7 working days	Procurement Unit Head End-User
None	2. Submit the Annual Procurement Plan to the Bids & Awards Committee Chairperson, and to the College President as the Head of Procuring Entity (HOPE) for Approval. 2.1 Prepare Transmittal Letter for submission of APP and keep it for monitoring.	NONE	1 working day	Procurement Unit Head BAC Chairperson
	TOTAL		8 DAYS	



2. Alternative Mode of Procurement

This process pertains to allowing the offices/division/section/unit (end user) of the school to submit Purchase Request and be processed according to the law (RA 9184). In order to promote economy and efficiency, the procuring entity may resort to any of the alternative methods of procurement provided that in all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.

Office/Division	PROCUREMENT UNIT			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	All Office/Division/Section/Unit (End User) of the college			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ACCOMPLISHED PURCHASE REQUESTS (3 copies)			Provided by the Client	
ASPP/PPMP (1 copy photocopy)			Provided by the Client	
Activity Design (if activity) (1 copy original)			Provided by the Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the Request the Bids and Awards Committee (BAC) Secretariat of the Procurement Unit, and Sign on the Received Purchase Requests Logbook	1.1 Receive the approved Purchase Request (PR) along with the supporting documents	NONE	5 minutes	Procurement Unit Staff
	1.2 Affix control number on the Approved Purchase Request	NONE	5 minutes	Procurement Unit Staff
	1.3 Forward the Approved Purchase Request the Bids and Awards Committee (BAC) Secretariat for processing.	NONE	5 minutes	Procurement Unit Staff BAC Secretariat
	1.4 Forward the approved PR to the BAC Chair for the identification of mode of procurement	NONE	10 minutes	Procurement Unit Staff/ BAC Secretariat
2. Sign on the logbook after receipt of Approved Purchase Request and distribution of RFQ	2.1 Forward the approved Purchase Request (PR) to the End User; Posting of Invitation @ Philgeps/distribution of RFQs to the End-User/Suppliers.	NONE	7 working days	Procurement Unit Staff/BAC Secretariat End-User
3. Sign on the Logbook after submission of Filled out Request for Quotation Form	3.1 Receive the Filled out Request for Quotation Forms	NONE	1 working day	Procurement Unit Staff
	3.2 Award the winning bidder	NONE	2 working days	BAC Secretariat Procurement Unit



	during Bids and Awards Committee Meeting & preparation of Notice Of Award (NOA), Notice To Proceed (NTP) & Purchase Order (PO)			
	3.3 Forward the NOA and PO to the Accountant for countersigning of the PO and forward to the Office of the President for Approval. Obligate the awarded amount.	NONE	2 working days	<i>Procurement Unit Staff BAC Secretariat</i>
	3.4 Issue copy of duly approved NOA or PO to the suppliers or contractors for signing	NONE	7 working days	<i>Procurement Unit Staff BAC Secretariat</i>
	3.5 Forward a copy of duly confirmed Purchase Order (PO) to the Commission on Audit. Make a transmittal for monitoring.	NONE	5 minutes	<i>Procurement Unit Staff BAC Secretariat</i>
	3.6 Forward all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	NONE	10 minutes	<i>Procurement Unit Staff</i>
	3.7 Post the awarded projects / contracts, for transparency, on a conspicuous place at the DDOSC website ddosc.edu.ph and on PhilGeps	NONE	1 hour	<i>BAC Secretariat</i>
4. Receive notification on the approval of their request.	4.1 Inform the client on the approval of their request. 4.2 Make an Advisory for the awarded Purchase Orders of its Purchase Requests.	NONE	5 minutes	<i>Procurement Unit Staff</i>
	TOTAL		19 DAYS, 1 HR. & 45 min.	



STUDENT AFFAIRS AND SERVICES DIVISION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Students through their Personnel-In-Charge	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Representative (Personnel In-Charge)		
Approved Course Syllabus/Manual (1 photocopy)	Faculty handling the subject / Academic Department / Dean	
Annex A and B (2 original)	Student Affairs and Services Division/Section	
Letter of Intent	Provided by the Client	
SAS Request Form (1 original)	Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge	Provided by the Client	
Personnel-in-Charge's proof of attendance to first-aid/medical emergency training	Provided by the Client	
Pictures of First Aid Kit	Provided by the Client	
Breakdown of Fees (if applicable)	Provided by the Client	
Student's Health Insurance Certification	Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division	
Updated Medical Certificate (1 original)	Provided by the Client	
Student Travel Permit (1 original)	Student Affairs and Services Division/Section	
Students' mobility For college vehicle: <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, and driver's license. For third-party or sub-contracting <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver's license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.	College's Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: <ul style="list-style-type: none">- Orientation/consultation to concerned participants- Announcement to participants and parents regarding the off-campus activity- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders	Provided by the Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted 1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.	None	3 Days	<i>SASD Staff</i> <i>SASD Director</i> <i>SASD Director, VPAA/Branch Director, and College President</i>
2. Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up as to status of documents		15 Days	<i>SAS Director/Section Head, and CHED personnel</i>
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.1 Issue and record the Student Travel Permit No. 3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex	None	5 Minutes	<i>SASD Staff</i> <i>SASD Staff</i>



	A and B, and Certificate of Compliance from CHED			
TOTAL		None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students’ learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Students through their Personnel-In-Charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Representative (Personnel In-Charge)			
Letter of Intent		Provided by the Client	
SAS Request Form (1 original)		Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge		Provided by the Client	
Personnel-in-Charge’s proof of attendance to first-aid/medical emergency training		Provided by the Client	
Pictures of First Aid Kit		Provided by the Client	
Breakdown of Fees (if applicable)		Provided by the Client	
Student’s Health Insurance Certification		Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)		Student Affairs and Services Division	
Updated Medical Certificate (1 original)		Provided by the Client	
Student Travel Permit (1 original)		Student Affairs and Services Division	
Students’ mobility For college vehicle: - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness and driver’s license. For third-party or sub-contracting - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver’s license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.		College’s Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: - Orientation/consultation to concerned participants - Announcement to participants and parents regarding the off-campus activity		Provided by the Client	



<ul style="list-style-type: none">- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	<div>1.1 Receive the documents submitted</div> <div>1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents</div> <div>1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.</div>	None	2 Days and 4 Hours	<div>SASD Staff</div> <div>SASD Director</div> <div>SASD Director, VPAA/Branch Director, and College President</div>
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	<div>2.1 Issue and record the Student Travel Permit No.</div> <div>2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.</div>	None	5 Minutes	<div>SASD Staff</div> <div>SASD Staff</div>
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization Officers/Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
SAS Request Form (1 original)		Student Affairs and Services Division/Section		
Certification Attachment Form (1 original)		Student Affairs and Services Division/Section		
Representative				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	1. Receive the documents from the client. 1.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing the request.	None	1 Day	SASD Staff SASD Director SASD Staff
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASD Staff
TOTAL		None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Excuse Letter		Provided by the Client		
Any proof that corresponds to the reason of absence		Provided by the Client		
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students.	None	10 Minutes	SASD Staff SAS Division Director
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	2. Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff
TOTAL		None	13 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Justification Letter (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the client's name in the Logbook provided at the Guardhouse.	1.1 Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2. Receive the Justification Letter from the client 2.1 Check and verify the justification presented 2.2 Start processing the request	None	5 Minutes	SASD Staff SASD Director SASD Staff
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff
TOTAL		None	9 Minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

External Services



1. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials, and Equipment.

(This process pertains to the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.)

Office/Division	SUPPLY AND PROPERTY MANAGEMENT UNIT			
Classification	Highly Technical			
Type of Transaction	G2B- Government to Business Entity/ies			
WHO MAY AVAIL	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order/Work Order (Original copy)		Procurement Unit		
Invoice/ Delivery Receipt (Original Copy)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents for the delivery of items in the office of the Supply and Property Management Unit	1.Check completeness of the submitted documents	None	20 Minutes	Supply and Property Management Unit Personnel
2.Deliver Items	2.1 Check and receive the item/s delivered if it is in conformity with the specifications and quantity indicated in the Purchase Order/Work Order. Note: For cases of non-conformity with the specifications, return items to supplier	None	2 hours	Supply and Property Management Unit Personnel
	2.2 Prepare and issue Request for Inspection to Inspection		1 working day	Supply and Property Management Unit Personnel



	Committee Members			
	2.3 Prepare Inspection and Acceptance Report for delivered items		1 working day	Supply and Property Management Unit Personnel
	2.4 Check and inspect the item if in conformity with the specification indicated in the Purchase Order /Work Order. Sign Inspection and Acceptance Report		2 working days	Inspector
	2.5 Accept the items delivered, and sign the Inspection and Acceptance Report.		30 minutes	Supply Officer Supply and Property Management Unit Personnel
	2.6 Post/record delivered items manually in the Property/ Stock/ Ledger card, and supply inventory system			Supply and Property Management Unit Personnel
	2.7 Prepare DV and check, attach supporting documents,		1 working day	Supply and Property Management Unit Personnel



	and forward to the Accounting Unit			
Total		None	5 working days, 2 hours , 50 minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

Internal Services



1. Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment

(This process pertains to the processing of requests for requisition and issuance of supplies, materials, and equipment.)

Office/Division	Supply and Property Management Unit			
Classification	Complex			
Type of Transaction	G2G -Government to Government			
WHO MAY AVAIL	End-users			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Requisition and issuance Slip (3 copies Original)			Supply and Property Management Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submit accomplished Requisition and Issuance Slip (RIS) to the Supply and Property Management Unit	1.1 Receive RIS for stock availability inquiry	None	10 minutes	Supply and Property Management Unit Personnel
	1.2 Check availability of stocks		15 minutes	Supply and Property Management Unit Personnel
	1.3 In case of unavailable stocks, certify non-availability of stock and return RIS to requisitioning officer.		15 minutes	Supply and Property Management Unit Personnel
2. For Issuance: Receive notice of availability of items	2. For supplies, materials, semi-expendable property, and PPE: Prepare and issue notice to end-user for availability of items	None	30 minutes	Supply and Property Management Unit Personnel
3. Present duly accomplished Requisition and Issuance Slip for supplies, materials and equipment	3.1 Check, approve, and record the availability of item	None	1 hour	Supply and Property Management Unit Personnel
	3.2 For Construction materials: Validate items		1 hour	Supply and Property Management Unit Personnel



	<p>requested for construction/ fabrication/ repair by administration</p> <p>3.3 For Semi-expendable PPE: Prepare and sign Inventory Custodian Slip(ICS)</p> <p>Place property sticker</p> <p>3.4 For PPE: Prepare and sign Property Acknowledgment Receipt (PAR)</p> <p>Place Property Sticker</p>		<p>1 working day</p> <p>1 working day</p>	<p><i>Supply and Property Management Unit Personnel</i></p> <p><i>Supply and Property Management Unit Personnel</i></p>
4. Receive Items	<p>4.1 For supplies and materials: check, count, and issue items to end-users</p> <p>4.2 For PPE and Semi-expendable: check, count, and issue items to end-users</p> <p>4.3 For supplies, materials and PPE: Post/record issued items manually to Property/Stock /Ledger card</p> <p>4.4 Prepare and submit RSMI (For Supplies and Materials),</p>	None	<p>2 hours</p> <p>2 hours</p> <p>1 working day</p> <p>1 working day</p>	<p><i>Supply and Property Management Unit Personnel</i></p> <p><i>Supply and Property Management Unit Personnel</i></p> <p><i>Supply and Property Management Unit Personnel</i></p> <p><i>Supply and Property Management Unit Personnel</i></p>



	and Report of Semi-Expendable Property Issued, together with ICS to Accounting Unit 4.5 Submit RIS and PAR to Accounting Unit (PPE)		1 working day	Supply and Property Management Unit Personnel
Total- For Supplies and Materials		None	2 working days, 4 hours, 10 minutes	
Total- For Construction Materials		None	2 working days, 5 hours, 10 minutes	
Total- For Semi-Expendable Property and PPE		None	3 working days, 3 hours, 10 minutes	

2. Processing of Request for Clearance of employee availing leave beyond 30 days or employee who tenders resignation

(This process pertains to the verification and checking of the property accountability of an employee availing leave beyond 30 days, or who tenders resignation).

Office/Division		Supply and Property Management Unit		
Classification		Complex		
Type of Transaction		G2G -Government to Government		
WHO MAY AVAIL		DDOSC Employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CS Form No. 7 Clearance Form (4 copies)		Human Resources Management Unit (CS Form No.7 Clearance Form is also downloadable at https://tinyurl.com/DDOSCHRFForms).		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and forward the Clearance Form for signature to the Office of the Supply and Property	1.1 Receive the accomplished Clearance Form	None	5 minutes	Supply and Property Management Unit Personnel
	1.2 Verify property accountability of client		15 minutes	Supply and Property Management Unit Personnel



Managem ent Unit				
2. Request to check property accountability and receive signed clearance if all is in order.	<p>2.1 <i>For client without Property accountability:</i> Sign Clearance</p> <p><i>For client with property accountability/ies:</i> Check and verify accountability, if there are no missing property Sign Clearance</p> <p><i>For client with missing property accountability/ies:</i> Prepare and compute book value of the missing property accountability</p>	None	<p>5 minutes</p> <p>5 hours</p> <p>2 days</p>	<p>Supply Officer</p> <p>Supply and Property Management Unit Personnel</p> <p>Supply Officer</p> <p>Supply and Property Management Unit Personnel</p> <p>Supply Officer</p>
3. Client with missing property accountability/ies: Prepare and Submit Notarized Report of Lost, Stolen, Damaged or Destroyed Semi-expendable Property and PPE	3. Receive notarized Report of Lost, Stolen, Damaged or Destroyed Semi-expendable property and PPE	None	3 working days	Cashier Unit
4. Pay the corresponding amount	4. Receive payment and issues Official Receipt	Amount of assessed value of missing	30 minutes	Cashier Unit personnel



		property accountability/ies		
5. Submit photocopy of Official receipt as proof of paid accountability/ies	5.1 Record Official Receipt	None	10 minutes	Supply and Property Management Unit Personnel
	5.2 Sign Clearance			Supply Officer
	5.3 Drop paid items from inventory system		2 hours	Supply and Property Management Unit Personnel
Total of Client without Property accountability/ies		NONE	25 minutes	
Total of Client with Property accountability/ies		NONE	5 hours , 20 minutes	
Total of Client with missing Property Accountability/ies		Amount of assessed value of missing	6 working days	

3. Processing of Request for Physical Inventory of Property Accountabilities

(This process pertains to the service that allows the client to request special inventory of property accountabilities.)

Office/Division		Supply and Property Management Unit		
Classification		Complex		
Type of Transaction		G2G -Government to Government		
WHO MAY AVAIL		DDOSC Employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Accomplished Request Slip		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Inventory of Property	1.1 Receive, record, and approve Request for Inventory	None	10 minutes	Supply and Property Management Unit Personnel



Accountability to the office of Supply and Property Management Unit	1.2 Prepare checklist, set schedule for Inventory. Inform the client of set schedule for inventory		2 hours	Supply and Property Management Unit Personnel
2. Attend the set schedule of Inventory	2.1 Conduct of Inventory	None	2 working days	Supply and Property Management Unit Personnel
	2.2 Prepare report on the conduct of inventory, including lost or missing property accountabilities		1 working day	Supply and Property Management Unit Personnel
3. If there are missing property accountabilities, prepare and submit notarized report of lost, stolen, damaged, and/or, destroyed semi-expendable property and PPE.	3.1 Prepare and compute book value of the missing property accountability 3.2 Check and receive notarized Report of lost, stolen, damaged, and/or destroyed semi-expendable property and PPE	None	2 working days	Supply and Property Management Unit Personnel
4. Settle missing property accountability /ies, and submit Official Receipt of payment or replacement of lost items as proof of settlement	4.1 Receive payment for the assessed amount of missing property accountabilities	Amount of assessed missing property accountabilities	10 minutes	Cashier Unit Personnel
	4.2 Receive and record proof of settlement		10 minutes	Supply and Property Management Unit Personnel
	4.3 Drop property in the Inventory		10 minutes	Supply and Property Management Unit Personnel



	Record.			
	Total	Amount of assessed missing property accountabilities	5 working days, 2 hours, 40 minutes	



MARAGUSAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Incoming Freshmen Students and Transferees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For First Year:		
Admission Examination Result (1 original)		Appraisal and Testing Unit
Enrollment Process Slip (1 original)		Admission and Student Records Unit
Senior High School Form 138-A / ALS Certificate of Rating (1 original)		Previous School
Certificate of Good Moral Character (1 original)		Previous School
PSA Copy of Birth Certificate (1 colored photocopy) <i>Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy)</i> <i>Ensure to bring the Original Copy solely for verification purposes.</i>		Provided by the Client
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) <i>Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy)</i> <i>Ensure to bring the Original Copy solely for verification purposes.</i>		
2x2 recent ID picture with white background and name tag (2 pcs.)		
Long Brown Envelope (1pc.)		
Medical Certificate (1 original)		
For Transferees:		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University
Certificate of Good Moral Character (1 original)		Previous School/ University
Validation Form for Credited Courses (3		Admission and Student Records Unit or download at



original)		https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip. For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3. Assess courses and issue Advising Slip to the student. 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the	None	30 Minutes 1 Hour	Faculty In-charge Dean and Associate Dean Department



Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i> <i>Faculty In-charge Department</i>
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>



7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Section Personnel
TOTAL FOR FIRST YEAR:		None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:		Admission and Student Records Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Returnees and Incoming 2 nd year to 4 th Year DDOSC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades		Admission and Student Records Unit/ Department		
Enrollment Process Slip		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours	Faculty In-charge
For returnees: Present Enrollment	2.1 For returnees, check the		2 Hours	Dean and Associate Dean Department



Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment Process Slip.	None	2 Hours	<i>Staff In-charge Admission and Unit Records Section</i> <i>Faculty In-charge Department</i>
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with “OFFICIALLY ENROLLED”. 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	1 Hour	<i>Staff In-charge Admission and Student Records Unit</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS:		None	6 Hours	
TOTAL FOR RETURNEES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Existing DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Shifters:				
Accomplished Shifting Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades (1 original)		Admission and Student Records Unit/ Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Counseling Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required enrollment documents. Secure Enrollment Process Slip.	2. Receive and check the submitted documents. 1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form. 3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for recommendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department



Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit



Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	with “OFFICIALLY ENROLLED”. 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip.			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Staff In-charge Scholarship Unit</i>
TOTAL:		None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Consent Letter from the Parents or Guardian (1 original)		Provided by the Client		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	None		Staff In-charge, Guidance and Counseling Unit



present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student.	None	15 Minutes	Staff In-charge Admission and Student Records Unit
TOTAL:		None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Student/Alumni/Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Request Slip (1 original)		Admission and Student Records Unit		
Records Claim Slip (1 original)		Admission and Student Records Unit		
Official Receipt (1 original)		Cashier Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Transcript of Records (1 Colored Photocopy)		Provided by the Client		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative		Provided by the authorized representative		
Authorization Letter (1 original)				
Any Valid ID (1 original for verification,1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	1. Receive and check requirements. 1.1 Provide Records Request Slip and Claim Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and issue the Official Receipt.	See table below	15 Minutes	Staff In-charge Cashier Unit
3. Present the Official Receipt to the Admission and Student Records Section and secure the	3. Receive and check the Official Receipt. 3.1. Issue the Student Records Claim Slip indicating	None	5 Minutes	Staff In-charge Admission and Student Records Unit



Records Claim Slip.	the date of release. 2. Process the requested document/s.		3 Days	
Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip. 4.1. Provide the monitoring logbook. 4.2. Issue the requested credential.	None	20 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process (This process pertains to the application for admission of incoming first-year, and transfer students to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Incoming first-year, transferee students, and high school graduates (old curriculum)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Senior High School Applicants:				
DDOSC Admission Test Application Form			Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			Provided by the applicant	
Certification as proof that the applicant is a graduating student <i>(for applicants that are currently enrolled as senior high school students only)</i>			Provided by the applicant	
Transferee Applicants:				
DDOSC Admission Test Application Form			Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			Provided by the applicant	
Transcript of records (TOR)			Provided by the applicant	
High school graduates (old curriculum):				
DDOSC Admission Test Application Form			To be provided by the Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			Provided by the applicant	
Form 138/Diploma			Provided by the applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	1. Post the admission application period at: https://www.facebook.com/profile.php?id=100063638413603 1.1 Verify the documents of applicants for completeness and authenticity. 1.2 Issue an acknowledgment slip to the student applicant.	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	2. Prepare the schedule for the admission test. 2.1 Publish the scheduled examination to inform the applicants at: https://www.facebook.com/profile.php?id=100063638413603	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) calendar weeks after the scheduled examination	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head
TOTAL		Total Outstanding Balance	10 Minutes	



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Students, Suppliers, and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
TOTAL		Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For currently enrolled students: College Identification Card or Certificate of Registration. For not officially enrolled students of the current semester: Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and Fill-in the request logbook.	1. Prepare the statement of account. 1.1 Check and verify the document before the approval	None	20 minutes	Cashier Unit – Head
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head
TOTAL		None	22 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee’s interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4. Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
TOTAL		None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee’s interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student’s Referral Slip		Guidance and Counseling Unit		
Student Call Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	1.1. Prepare the Counselor’s Referral Form. 1.2. Confirm with the client the intent to be referred to the Guidance Counselor. 1.3. Fill out the referral form and submit it to the guidance and counseling office.	None	5 Minutes	Faculty/ Prefect of Discipline
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
TOTAL		None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of List and Employee's Profile				
(This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)				
Office/Division:		Human Resource Management Unit		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All clients availing DDOSC services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approved by the College President indicating the purpose of the data requested.		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter approved by the College President to the HRMU .	1. Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel
	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel
	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/ Human Resource Management Unit
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/ Human Resource Management Unit



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	<i>Head/ Human Resource Management Unit</i>
TOTAL:		None	6 Days, 6 Minutes	



2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) (The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		DDOSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via Google form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.1 Prepare the requested Pay Slip 1.2 Endorse to the Branch Director for approval.		5 Minutes	<i>HRMU Personnel Branch Director</i>
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	



3. Request for Travel Order (within the region and not exceeding 3-Days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel within the region.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (3 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRForms)		
If applicable, documents supporting the necessity of Travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit	1. Receive the Travel Order Form and check as to completeness of the filled document. 1.1 Affix Travel Order Number and countersign 1.2 Forward travel order to the Branch Director for final approval 1.3 Inform the Client/s on the update of the requested document	None	15 Minutes	<i>HRMU Personnel</i>
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	<i>HRMU Personnel</i>
TOTAL:		None	16 Minutes	



4. Request for Travel Order (outside the Region, and/or exceeding 3-days) (This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		All Branch personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (3 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)		
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	1. Receive by the Human Resource Management Unit, check as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.1 Affix Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.2 Forward the Travel Order to the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.3 Forward to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.4 Receive the approved Authority to travel from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.5 Inform the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	Job Order Personnel Contract of Services Personnel Part-time Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Primary Requirements:	
Biometric Print out (1 original)	Human Resource Management Unit
Daily Time Record (4 original)	Human Resource Management Unit
Certificate of Services Rendered (4 original)	Provided by the Client
Bi-Monthly Performance Output Report (4 original)	Provided by the Client
Travel Order (1 original, 3 photocopy)	Provided by the Client
Certificate of Appearance/Participation (1 original, 3 photocopy)	Provided by the Client
Notarized Contract (1 original, 1 photocopy) *For first processing of salaries and wages only	Provided by the Client
Additional requirements	
For Representative:	
Authorization Letter (1 original)	Provided by the person being represented
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the person being represented
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the representative



Last salary:				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit (
Salary due to deceased employee/personnel:				
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Marriage contract authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	1. Prepare and issue the biometric print out to the client.	None	4 Hours	<i>Human Resource Management Unit In-Charge</i>
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	2. Receive the DTR with supporting documents. 2.1 Check the correctness and completeness of documents. 2.2 Prepare payroll and submit to Accounting Section. 2.3 Start processing the payment of salaries and wages.	None	4 Days	<i>Human Resource Management Unit In-Charge</i> <i>Accounting Unit</i>



3. Receive the salaries and wages and sign on the payroll at the Cashier Unit. <i>*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.</i>	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
TOTAL:		None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



1. Processing of Insurance Claims (This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)				
Office/Division:		HEALTH SERVICES UNIT		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government		
WHO MAY AVAIL		DDOSC Employees, and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRIMARY REQUIREMENTS				
For Students: College ID/Certificate of Registration – (1 Original) For Employees: Employees ID (Faculty/Staff) – (1 Original)		Provided by the Client		
Insurance Forms – (1 Original)		School Clinic		
SECONDARY REQUIREMENTS				
A. For Hospitalization and/or Accident Claim:				
Medical Certificate – (1 Original)		Provided by the Client		
Hospital bills (If Confined) – (1 Original)				
Prescription of medicine – (1 Original)				
Receipts, Invoice or other evidences of expenses – (1 Original)				
Police Report (for Vehicular Accident ONLY) – (1 Original)				
B. For Death Claim:				
Funeral Contract – (1 Original)		Provided by the Client		
Death Certificate with PSA Certification of the Claimant – (1 Original)				
C. For Fire Claim:				
Certificate from the Bureau of Fire – (1 Original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel



4. Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	<i>HSU Personnel</i>
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	<i>HSU Personnel</i>
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	<i>HSU Personnel</i>
TOTAL		None	2 Months and 19 Minutes	



2. Dental Services (This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Students: College ID/Certificate of Registration – (1 Original)			Provided by the Client	
For Employees: Employees ID – (1 Original)				
Dental Record Form – (1 Original)			School Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	<i>HSU Personnel</i>
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	2. Conduct oral dental examination. <i>Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.</i>	None	30 Minutes	<i>Dentist</i>
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	<i>Dentist</i>
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		NONE	42 Minutes	

3. Issuance of Medical Certificate for Employees and Students (This process pertains to the issuance of medical certificate to all clients availing this service.)
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Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Laboratory Results (CBC, UA, SA, X-ray etc.) – (1 Original)		Provided by the Client (from Clinic or Hospital of their Choice)		
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.) Note: Secure laboratory request if lab results are unavailable	4. Interpret and assess Laboratory results Note: Give laboratory request when necessary	None	5 Minutes	Physician
5. Receive instructions and/or health advice as given by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel
TOTAL		None	30 Minutes	

4. Medical Consultation and Treatment (This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)	
Office/Division:	HEALTH SERVICES UNIT



Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel
TOTAL		None	27 Minutes	



HEALTH SERVICES UNIT

External Services

1. Medical Profiling and Physical Examination for Enrollment (This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)	
Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) – (1 Original copy each)		Provided by the client		
Annual Drug Test Result – (1 Original)		Provided by the client		
Medical Certificate – (1 Original)		Provided by the client		
Physical Examination Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and present requirements needed.	1. Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination	None	10 Minutes	Physician
	4.1 Prepare Medical Clearance			HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
TOTAL		None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services

1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

Office/Division:	Library and Learning Resource Center Section- Reference Desk
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen



Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 Picture, White Background (1 Original)		Provided by the Client		
Library Card Form (1 original)		Library and Learning Resource Center Section -Reference Desk or Online Application Online Application: https://tinyurl.com/LIBCARDMain		
Library Card Registration Form (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	16 Hours/ 2 Days	

2. Application for Borrower’s Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)	
Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees and Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card Form (1 original)		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr_g_oKeH6T3fqvgL0Xo		
1x1 Picture, White Background (1 original)		Provided by the Client		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	7 Minutes	



3. Open Database Electronic Access Services (This process pertains to the effective monitoring of both online and offline electronic resource access. This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	1. Assist the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fill in the 'Reservation Form' and submit it to the designated In-Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees, Students, and Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading for Faculty, Staff, and Students	
Entrance Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 Laminated)	Provided by the Client
Borrowing for Faculty and Staff	
Borrower’s card (1original)	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Any government-issued identification card (1 original)	Provided by the Client
Borrowing for Student	
Online Reservation for out of campus clients	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Borrower’s Card/ Borrower’s Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 laminated)	Provided by the Client
Outside Researcher-External Service	
Online Reservation for out of campus clients	Library and Learning Resource Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Recommendation Letter from their School Librarian or Administrator (1 original)	Provided by the Client



Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completeness/ correctness of the presented document.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	2.2. Subsequently, release the resources to the client for the intended purpose.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	17 Minutes	



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.)				
Office/Division:		Library and Learning Resource Center		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty and Staff				
Borrower's Card (1 original)		Library and Learning Resource Center Section-Reference Desk		
Any government-issued identification card (1 original)		Provided by the Client		
Borrowed Resources		Provided by the Client		
Student				
Borrower's Card/Borrower's Logbook (1 original)		Library and Learning Resource Center Section - Reference Desk		
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Provided by the Client		
Official Receipt (For over-due books)		Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. c. If the transaction is settled, return the documents handed over	None	5 Minutes	Library and Learning Resource Center Section, Personnel



	by the client (such as Government ID, Library Card). d. Return the resources into its proper place.			
3. For overdue or damaged resources, comply with the corresponding sanction or fines. a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-Charge	3. Safely keep the item being sanctioned or the official receipt for the amount being paid. 3.1 Receive the payment from the client and issue an Official Receipt. 3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.	The length of the penalty or the fine imposed depends on how long the books are overdue.	2 Minutes 3 Minutes 1 Minute	Library and Learning Resource Center Section, Personnel Head/Cashier Section Library and Learning Resource Center Section, Personnel
TOTAL:		Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room (This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form (1 original)		Library and Learning Resource Center Section- Reference Desk		
For Students: Library Card (1 laminated)		Provided by the Client		
For Employees: Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	1. Assist the client during the AVR reservation process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Students through their Personnel-In-Charge	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Representative (Personnel In-Charge)		
Approved Course Syllabus/Manual (1 photocopy)	Faculty handling the subject / Academic Department / Dean	
Annex A and B (2 original)	Student Affairs and Services Division/Section	
Letter of Intent	Provided by the Client	
SAS Request Form (1 original)	Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge	Provided by the Client	
Personnel-in-Charge's proof of attendance to first-aid/medical emergency training	Provided by the Client	
Pictures of First Aid Kit	Provided by the Client	
Breakdown of Fees (if applicable)	Provided by the Client	
Student's Health Insurance Certification	Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division	
Updated Medical Certificate (1 original)	Provided by the Client	
Student Travel Permit (1 original)	Student Affairs and Services Division/Section	
Students' mobility For college vehicle: <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, and driver's license. For third-party or sub-contracting <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver's license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.	College's Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: <ul style="list-style-type: none">- Orientation/consultation to concerned participants- Announcement to participants and parents regarding the off-campus activity- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders	Provided by the Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted 1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.	None	3 Days	SASD Staff SASD Director SASD Director, VPAA/Branch Director, and College President
2. Wait for the approval from CHED	2.3 Submit documents to CHED 2.4 Make follow-up as to status of documents		15 Days	SASD Director/Section Head, and CHED personnel
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.1 Issue and record the Student Travel Permit No. 3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex	None	5 Minutes	SASD Staff SASD Staff



	A and B, and Certificate of Compliance from CHED			
TOTAL		None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students’ learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Students through their Personnel-In-Charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Representative (Personnel In-Charge)			
Letter of Intent		Provided by the Client	
SAS Request Form (1 original)		Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge		Provided by the Client	
Personnel-in-Charge’s proof of attendance to first-aid/medical emergency training		Provided by the Client	
Pictures of First Aid Kit		Provided by the Client	
Breakdown of Fees (if applicable)		Provided by the Client	
Student’s Health Insurance Certification		Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)		Student Affairs and Services Division	
Updated Medical Certificate (1 original)		Provided by the Client	
Student Travel Permit (1 original)		Student Affairs and Services Division	
Students’ mobility For college vehicle: - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness and driver’s license. For third-party or sub-contracting - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver’s license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.		College’s Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: - Orientation/consultation to concerned participants - Announcement to participants and parents regarding the off-campus activity		Provided by the Client	



<ul style="list-style-type: none">- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.4 Receive the documents submitted 1.5 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.6 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.	None	2 Days and 4 Hours	SASD Staff SASD Director SASD Director, VPAA/Branch Director, and College President
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.3 Issue and record the Student Travel Permit No. 2.4 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.	None	5 Minutes	SASD Staff SASD Staff
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization Officers/Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
SAS Request Form (1 original)		Student Affairs and Services Division/Section		
Certification Attachment Form (1 original)		Student Affairs and Services Division/Section		
Representative				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	1. Receive the documents from the client. 1.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing the request.	None	1 Day	<i>SASD Staff</i> <i>SASD Director</i> <i>SASD Staff</i>
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	<i>SASD Staff</i>
TOTAL		None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Excuse Letter		Provided by the Client		
Any proof that corresponds to the reason of absence		Provided by the Client		
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students.	None	10 Minutes	SASD Staff SAS Division Director
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	2. Issue the client with Excuse Slip.	None	3 Minutes	SASD Staff
TOTAL		None	13 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Justification Letter (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the client's name in the Logbook provided at the Guardhouse.	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2.1 Receive the Justification Letter from the client 2.2 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASD Staff SASD Director SASD Staff
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASD Staff
TOTAL		None	9 Minutes	



MONTEVISTA BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who May Avail:	Incoming Freshmen Students and Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Year:			
Admission Examination Result (1 original)		Appraisal and Testing Unit	
Enrollment Process Slip (1 original)		Admission and Student Records Unit	
Senior High School Form 138-A / ALS Certificate of Rating (1 original)		Previous School	
Certificate of Good Moral Character (1 original)		Previous School	
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client	
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.			
2x2 recent ID picture with white background and name tag (2 pcs.)			
Long Brown Envelope (1pc.)			
Medical Certificate (1 original)			
For Transferees:			
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University	
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University	
Certificate of Good Moral Character (1 original)		Previous School/ University	
Validation Form for Credited Courses (3		Admission and Student Records Unit or download at	



original)		https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip. For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3. Assess courses and issue Advising Slip to the student. 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the	None	30 Minutes 1 Hour	Faculty In-charge Dean and Associate Dean Department



Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i> <i>Faculty In-charge Department</i>
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>



7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Section Personnel
TOTAL FOR FIRST YEAR:		None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:		Admission and Student Records Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Returnees and Incoming 2 nd year to 4 th Year DDOSC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades		Admission and Student Records Unit/ Department		
Enrollment Process Slip		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours	Faculty In-charge
For returnees: Present Enrollment	2.1 For returnees, check the		2 Hours	Dean and Associate Dean Department



Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment Process Slip.	None	2 Hours	<i>Staff In-charge Admission and Unit Records Section</i> <i>Faculty In-charge Department</i>
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with “OFFICIALLY ENROLLED”. 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	1 Hour	<i>Staff In-charge Admission and Student Records Unit</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS:		None	6 Hours	
TOTAL FOR RETURNEES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Existing DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Shifters:				
Accomplished Shifting Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades (1 original)		Admission and Student Records Unit/ Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Counseling Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required enrollment documents. Secure Enrollment Process Slip.	2. Receive and check the submitted documents. 1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form. 3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for recommendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department



Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit



Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	with “OFFICIALLY ENROLLED”. 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip.			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Staff In-charge Scholarship Unit</i>
TOTAL:		None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Consent Letter from the Parents or Guardian (1 original)		Provided by the Client		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	None		Staff In-charge, Guidance and Counseling Unit



present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student.	None	15 Minutes	Staff In-charge Admission and Student Records Unit
TOTAL:		None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Student/Alumni/Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Request Slip (1 original)		Admission and Student Records Unit		
Records Claim Slip (1 original)		Admission and Student Records Unit		
Official Receipt (1 original)		Cashier Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Transcript of Records (1 Colored Photocopy)		Provided by the Client		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative		Provided by the authorized representative		
Authorization Letter (1 original)				
Any Valid ID (1 original for verification,1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	1. Receive and check requirements. 1.1 Provide Records Request Slip and Claim Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and issue the Official Receipt.	See table below	15 Minutes	Staff In-charge Cashiering Unit
3. Present the Official Receipt to the Admission and Student Records Section and secure the	3. Receive and check the Official Receipt. 3.1. Issue the Student Records Claim Slip indicating	None	5 Minutes	Staff In-charge Admission and Student Records Unit



Records Claim Slip.	the date of release. 2. Process the requested document/s.		3 Days	
Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip. 4.1. Provide the monitoring logbook. 4.2. Issue the requested credential.	None	20 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process (This process pertains to the application for admission of incoming first-year, and transfer students to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Incoming first-year, transferee students, and high school graduates (old curriculum)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Senior High School Applicants:				
DDOSC Admission Test Application Form			To be provided by the Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			To be provided by the applicant	
Certification as proof that the applicant is a graduating student <i>(for applicants that are currently enrolled as senior high school students only)</i>			To be provided by the applicant	
Transferee Applicants:				
DDOSC Admission Test Application Form			To be provided by the Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			To be provided by the applicant	
Transcript of records (TOR)			To be provided by the applicant	
High school graduates (old curriculum):				
DDOSC Admission Test Application Form			To be provided by the Appraisal and Testing Unit	
Two (2) pcs of 2x2 picture			To be provided by the applicant	
Form 138/Diploma			To be provided by the applicant	
CLIENT STEPS	AGENCYACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	1. Post the admission application period at: https://www.facebook.com/profile.php?id=100063638413603 1.1 Verify the documents of applicants for completeness and authenticity. 1.2 Issue an acknowledgment slip to the student applicant.	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	2. Prepare the schedule for the admission test. 2.1 Publish the scheduled examination to inform the applicants at: https://www.facebook.com/profile.php?id=100063638413603	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and CounselingUnit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head
TOTAL		Total Outstanding Balance	10 Minutes	



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Students, Suppliers, and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
TOTAL		Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and Fill-in the request logbook.	1. Prepare the statement of account. 1.1 Check and verify the document before the approval	None	20 minutes	Cashier Unit – Head
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head
TOTAL		None	22 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee’s interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4. Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
TOTAL		None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Referral Slip		Guidance and Counseling Unit		
Student Call Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	1.1. Prepare the Counselor's Referral Form. 2.1. Confirm with the client the intent to be referred to the Guidance Counselor. 3.1. Fill out the referral form and submit it to the guidance and counseling office.	None	5 Minutes	Faculty/ Prefect of Discipline
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
TOTAL		None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of List and Employee's Profile				
(This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)				
Office/Division:		Human Resource Management Unit		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All clients availing DDOSC services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approved by the College President indicating the purpose of the data requested.		To be provided by the applicant.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter approved by the College President to the HRMU .	1. Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel
	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel
	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/ Human Resource Management Unit
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/ Human Resource Management Unit



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	Head/ Human Resource Management Unit
TOTAL:		None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) (The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		DDOSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via goggle form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.1 Prepare the requested Pay Slip 1.2 Endorse to the Branch Director for approval.		5 Minutes	<i>HRMU Personnel Branch Director</i>
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	



3. Request for Travel Order (within the region and not exceeding 3-Days) (This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel within the region.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		All Branch personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (3 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)		
If applicable, documents supporting the necessity of Travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.1 Submit to the Human Resource Management Unit	1. Receive the Travel Order Form and check as to completeness of the filled document. 1.1 Affix Travel Order Number and countersign 1.2 Forward travel order to the Branch Director for final approval 1.3 Inform the Client/s on the update of the requested document	None	15 Minutes	HRMU Personnel HRMU Personnel
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel
TOTAL:		None	16 Minutes	



4. Request for Travel Order (outside the Region, and/or exceeding 3-days) (This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		All Branch personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Travel Order Application Form (3 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)		
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	1. Receive by the Human Resource Management Unit, check as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.2 Affix Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.3 Forward the Travel Order to the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.4 Forward to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.5 Receive the approved Authority to travel from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.6 Inform the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	Job Order Personnel Contract of Services Personnel Part-time Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Primary Requirements:	
Biometric Print out (1 original)	Human Resource Management Unit
Daily Time Record (4 original)	Human Resource Management Unit
Certificate of Services Rendered (4 original)	Provided by the Client
Bi-Monthly Performance Output Report (4 original)	Provided by the Client
Travel Order (1 original, 3 photocopy)	Provided by the Client
Certificate of Appearance/Participation (1 original, 3 photocopy)	Provided by the Client
Notarized Contract (1 original, 1 photocopy) *For first processing of salaries and wages only	Provided by the Client
Additional requirements	
For Representative:	
Authorization Letter (1 original)	Provided by the person being represented
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the person being represented
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the representative



Last salary:				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit (
Salary due to deceased employee/personnel:				
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Marriage contract authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	1. Prepare and issue the biometric print out to the client.	None	4 Hours	<i>Human Resource Management Unit In-Charge</i>
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	2. Receive the DTR with supporting documents. 2.1 Check the correctness and completeness of documents. 2.2 Prepare payroll and submit to Accounting Section. 2.3 Start processing the payment of salaries and wages.	None	4 Days	<i>Human Resource Management Unit In-Charge</i> <i>Accounting Unit</i>



3. Receive the salaries and wages and sign on the payroll at the Cashier Unit. <i>*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.</i>	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
TOTAL:		None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



1. Processing of Insurance Claims (This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)				
Office/Division:		HEALTH SERVICES UNIT		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government		
WHO MAY AVAIL		DDOSC Employees, and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRIMARY REQUIREMENTS				
For Students: College ID/Certificate of Registration – (1 Original) For Employees: Employees ID (Faculty/Staff) – (1 Original)		Provided by the Client		
Insurance Forms – (1 Original)		School Clinic		
SECONDARY REQUIREMENTS				
D. For Hospitalization and/or Accident Claim:				
Medical Certificate – (1 Original)		Provided by the Client		
Hospital bills (If Confined) – (1 Original)				
Prescription of medicine – (1 Original)				
Receipts, Invoice or other evidences of expenses – (1 Original)				
Police Report (for Vehicular Accident ONLY) – (1 Original)				
E. For Death Claim:				
Funeral Contract – (1 Original)		Provided by the Client		
Death Certificate with PSA Certification of the Claimant – (1 Original)				
F. For Fire Claim:				
Certificate from the Bureau of Fire – (1 Original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel



4. Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	<i>HSU Personnel</i>
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	<i>HSU Personnel</i>
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	<i>HSU Personnel</i>
TOTAL		None	2 Months and 19 Minutes	



2. Dental Services (This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Students: College ID/Certificate of Registration – (1 Original)			Provided by the Client	
For Employees: Employees ID – (1 Original)				
Dental Record Form – (1 Original)			School Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the dental logbook	1. 1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	<i>HSU Personnel</i>
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.	None	25 - 30 Minutes	<i>Dentist</i>
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	<i>Dentist</i>
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		NONE	43 Minutes	



3. Issuance of Medical Certificate for Employees and Students (This process pertains to the issuance of medical certificate to all clients availing this service.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Laboratory Results (CBC, UA, SA, X-ray etc.) – (1 Original)		Clinic or Hospital of Choice		
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.) Note: Secure laboratory request if lab results are unavailable	4. Interpret and assess Laboratory results Note: Give laboratory request when necessary	None	5 Minutes	Physician
5. Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel
TOTAL		None	30 Minutes	



4. Medical Consultation and Treatment (This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	<i>HSU Personnel</i>
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	<i>HSU Personnel</i>
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	<i>Physician</i>
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	<i>Physician HSU Personnel</i>
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	<i>Physician HSU Personnel</i>
TOTAL			27 Minutes	



HEALTH SERVICES UNIT

External Services



1. Medical Profiling and Physical Examination for Enrollment (This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) – (1 Original copy each)		Provided by the client		
Annual Drug Test Result – (1 Original)		Provided by the client		
Medical Certificate – (1 Original)		Provided by the client		
Physical Examination Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and present requirements needed.	1. Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
4. Submit to physical examination	4.1 Conduct Physical examination	None	10 Minutes	Physician
	4.2 Prepare Medical Clearance			HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
TOTAL		None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

Office/Division:	Library and Learning Resource Center Section- Reference Desk
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	Provided by the Client
Library Card Form (1 original)	Library and Learning Resource Center Section -Reference Desk or Online Application
Library Card Registration Form (1 original)	
	Online Application: https://tinyurl.com/LIBCARDMain

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
TOTAL:		None	16 Hours/ 2 Days	



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card Form (1 original)		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr_g_oKeH6T3fqvgL0Xo		
1x1 Picture, White Background (1 original)		Provided by the Client		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	7 Minutes	



3. Open Database Electronic Access Services (This process pertains to the effective monitoring of both online and offline electronic resource access. This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	1. Assist the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fill in the 'Reservation Form' and submit it to the designated In-Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees, Students, and Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading for Faculty, Staff, and Students	
Entrance Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 Laminated)	Provided by the Client
Borrowing for Faculty and Staff	
Borrower’s card (1original)	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Any government-issued identification card (1 original)	Provided by the Client
Borrowing for Student	
Online Reservation for out of campus clients	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Borrower’s Card/ Borrower’s Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 laminated)	Provided by the Client
Outside Researcher-External Service	
Online Reservation for out of campus clients	Library and Learning Resource Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Recommendation Letter from their School Librarian or Administrator (1 original)	Provided by the Client



Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For faculty, Staff and Students: Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completeness / correctness of the presented document.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
1.1 For Outside Researcher/s: Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	2.2. Subsequently, release the resources to the client for the intended purpose.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	17 Minutes	



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.)				
Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who May Avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty and Staff				
Borrower's Card (1 original)		Library and Learning Resource Center Section-Reference Desk		
Any government-issued identification card (1 original)		Provided by the Client		
Borrowed Resources		Provided by the Client		
Student				
Borrower's Card/Borrower's Logbook (1 original)		Library and Learning Resource Center Section -Reference Desk		
Library Card (1 laminated)		Library and Learning Resource Center Section -Reference Desk		
Borrowed Resources		Provided by the Client		
Official Receipt (For over-due books)		Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. e. If the transaction is settled, return the documents handed over by the client (such as	None	5 Minutes	Library and Learning Resource Center Section, Personnel



	Government ID, Library Card).			
	f. Return the resources into its proper place.			
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.	The length of the penalty or the fine imposed depends on how long the books are overdue.	2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-Charge	3.1 Receive the payment from the client and issue an Official Receipt.		3 Minutes	Head/Cashier Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		1 Minute	Library and Learning Resource Center Section, Personnel
TOTAL:		Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room (This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form (1 original)		Library and Learning Resource Center Section- Reference Desk		
For Students: Library Card (1 laminated)		Provided by the Client		
For Employees: Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	1. Assist the client during the AVR reservation process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Students through their Personnel-In-Charge	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Representative (Personnel In-Charge)		
Approved Course Syllabus/Manual (1 photocopy)	Faculty handling the subject / Academic Department / Dean	
Annex A and B (2 original)	Student Affairs and Services Division/Section	
Letter of Intent	Provided by the Client	
SAS Request Form (1 original)	Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge	Provided by the Client	
Personnel-in-Charge's proof of attendance to first-aid/medical emergency training	Provided by the Client	
Pictures of First Aid Kit	Provided by the Client	
Breakdown of Fees (if applicable)	Provided by the Client	
Student's Health Insurance Certification	Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division	
Updated Medical Certificate (1 original)	Provided by the Client	
Student Travel Permit (1 original)	Student Affairs and Services Division/Section	
Students' mobility For college vehicle: <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, and driver's license. For third-party or sub-contracting <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver's license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.	College's Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: <ul style="list-style-type: none">- Orientation/consultation to concerned participants- Announcement to participants and parents regarding the off-campus activity- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders	Provided by the Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted 1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents 1.3 Endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.	None	3 Days	SASD Staff SASD Director SASD Director, VPAA/Branch Director, and College President
2. Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up as to status of documents		15 Days	SASD Director/Section Head, and CHED personnel
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.1 Issue and record the Student Travel Permit No. 3.2 Provide the client a routing slip as to the approval of the travel attached with original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex	None	5 Minutes	SASD Staff SASD Staff



	A and B, and Certificate of Compliance from CHED			
TOTAL		None	18 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students’ learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Students through their Personnel-In-Charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Representative (Personnel In-Charge)			
Letter of Intent		Provided by the Client	
SAS Request Form (1 original)		Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge		Provided by the Client	
Personnel-in-Charge’s proof of attendance to first-aid/medical emergency training		Provided by the Client	
Pictures of First Aid Kit		Provided by the Client	
Breakdown of Fees (if applicable)		Provided by the Client	
Student’s Health Insurance Certification		Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)		Student Affairs and Services Division	
Updated Medical Certificate (1 original)		Provided by the Client	
Student Travel Permit (1 original)		Student Affairs and Services Division	
Students’ mobility For college vehicle: - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness and driver’s license. For third-party or sub-contracting - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver’s license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.		College’s Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: - Orientation/consultation to concerned participants - Announcement to participants and parents regarding the off-campus activity		Provided by the Client	



<ul style="list-style-type: none">- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	<p>1.1 Receive the documents submitted</p> <p>1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents</p> <p>1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.</p>	None	2 Days and 4 Hours	<p>SASD Staff</p> <p>SASD Director</p> <p>SASD Director, VPAA/Branch Director, and College President</p>
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	<p>2.1 Issue and record the Student Travel Permit No.</p> <p>2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.</p>	None	5 Minutes	<p>SASD Staff</p> <p>SASD Staff</p>



TOTAL	None	2 Days, 4 Hours, and 5 Minutes	
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3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization Officers/Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
SAS Request Form (1 original)		Student Affairs and Services Division/Section		
Certification Attachment Form (1 original)		Student Affairs and Services Division/Section		
Representative				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	1. Receive the documents from the client. 1.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing the request.	None	1 Day	<i>SASS Head</i>
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	<i>SASS Head</i>
TOTAL		None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Excuse Letter		Provided by the Client		
Any proof that corresponds to the reason of absence		Provided by the Client		
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students.	None	10 Minutes	SASS Head
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	2. Issue the client with Excuse Slip.	None	3 Minutes	SASS Head
TOTAL		None	13 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Justification Letter (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the client's name in the Logbook provided at the Guardhouse.	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2. Receive the Justification Letter from the client 2.1 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASS Head
1. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head
TOTAL		None	9 Minutes	



NEW BATAAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

External Services



1. Enrollment Procedure for Freshmen and Transferees

(This process pertains to the procedures that cover all activities undertaken for the registration of qualified first-year and transferee students to their chosen program.)

Office/Division:	Admission and Student Records Unit		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who May Avail:	Incoming Freshmen Students and Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Year:			
Admission Examination Result (1 original)		Appraisal and Testing Unit	
Enrollment Process Slip (1 original)		Admission and Student Records Unit	
Senior High School Form 138-A / ALS Certificate of Rating (1 original)		Previous School	
Certificate of Good Moral Character (1 original)		Previous School	
PSA Copy of Birth Certificate (1 colored photocopy) <i>Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy)</i> <i>Ensure to bring the Original Copy solely for verification purposes.</i>		Provided by the Client	
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) <i>Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy)</i> <i>Ensure to bring the Original Copy solely for verification purposes.</i>			
2x2 recent ID picture with white background and name tag (2 pcs.)			
Long Brown Envelope (1pc.)			
Medical Certificate (1 original)			
For Transferees:			
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University	
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University	
Certificate of Good Moral Character (1 original)		Previous School/ University	
Validation Form for Credited Courses (3		Admission and Student Records Unit or download at	



original)		https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
PSA Copy of Birth Certificate (1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Birth Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.		Provided by the Client		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) Note: If the PSA copy is illegible, a locally issued Marriage Certificate must be provided for verification. (1 colored photocopy) Ensure to bring the Original Copy solely for verification purposes.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Admission and Student Records Unit Personnel Health Services Unit Personnel
2. Present Enrollment Process Slip and fill out the Enrollment Profile Form in the Registry System.	2. Check the completeness and accuracy of the data provided by the client. 2.1 Sign the Enrollment Process Slip.	None	4 Hours	Faculty In-charge Department
3. For first year: Present Enrollment Process Slip and secure Advising Slip. For transferees: Present Enrollment Process Slip and Transcript of Records from previous school.	3. Assess courses and issue Advising Slip to the student. 3.1 For transferees, evaluate Transcript of Records for course validation and issue Validation Form. 3.2 Sign the	None	30 Minutes 1 Hour	Faculty In-charge Dean and Associate Dean Department



Fill-out the Validation Form and secure signature of the Dean and Associate Dean.	Enrollment Process Slip.			
4. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	4. Encode the courses based on the Advising Slip and print the Certificate of Registration. 4.1 Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i> <i>Faculty In-charge Department</i>
5. Submit the Certificate of Registration to the Cashier for breakdown of payables, and Present Enrollment Process Slip.	5. Assess the accounts, print payables breakdown, and return the Certificate of Registration (COR) to the student. 5.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	30 Minutes	<i>Admission and Student Records Unit Personnel</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>



7. Present Enrollment Process Slip and the validated Certificate of Registration (COR). 7.1 Fill-out the Student's ID Form and submit to the In-charge	7. Receive and sign the Enrollment Process Slip. 7.1 Facilitate ID pictorial.	None	30 Minutes	Student Affairs and Services Section Personnel
TOTAL FOR FIRST YEAR:		None	7 Hours	
TOTAL FOR TRANSFEREES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

2. Enrollment Procedure for Returnees and Incoming 2nd Year to 4th Year Students

This process pertains to the procedures that cover all activities undertaken for the registration of returnees, and incoming 2nd year to 4th year students to their chosen program.

Office/Division:		Admission and Student Records Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Returnees and Incoming 2 nd year to 4 th Year DDOSC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades		Admission and Student Records Unit/ Department		
Enrollment Process Slip		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents. 1.1 Secure Enrollment Process Slip.	1. Receive and check the submitted documents. 1.1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Enrollment Process Slip and secure Advising Slip.	2. Assess courses based on the Evaluation of Grades and issue Advising Slip to the student.	None	2 Hours	Faculty In-charge
For returnees: Present Enrollment	2.1 For returnees, check the		2 Hours	Dean and Associate Dean Department



Process Slip and update the Enrollment Profile Form in the Registry System.	completeness and accuracy of the data provided by the client. 2 Sign the Enrollment Process Slip.			
3. Present Enrollment Process Slip, advising slip and confirm the encoded courses.	3. Encode the courses based on the Advising Slip and print the Certificate of Registration. 1 Sign the Enrollment Process Slip.	None	2 Hours	<i>Staff In-charge Admission and Unit Records Section</i> <i>Faculty In-charge Department</i>
4. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	4. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 4.1 Sign the Enrollment Process Slip.	None	15 Minutes	<i>Cashier Unit Head</i>
5. Submit Certificate of Registration, Advising Slip, and Enrollment Process Slip to the Registrar. Secure validation sticker for ID.	5. Receive and check Advising Slip versus Certificate of Registration. 5.1 Stamp Certificate of Registration (COR) with “OFFICIALLY ENROLLED”. 5.2 Issue sticker for ID validation and released validated Certificate of Registration. 5.3. Sign the Enrollment Process Slip.	None	1 Hour	<i>Staff In-charge Admission and Student Records Unit</i>
6. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	6. Receive the validated Certificate of Registration (COR). 6.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Student Accounts and Scholarship Unit Personnel</i>
TOTAL FOR 2 nd Year to 4 th YEAR STUDENTS:		None	6 Hours	
TOTAL FOR RETURNEES:			8 Hours	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



3. Enrollment Procedure for Shifters

This process pertains to the procedures that cover all activities undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Existing DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Shifters:				
Accomplished Shifting Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Evaluation of Grades (1 original)		Admission and Student Records Unit/ Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Counseling Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Enrollment Process Slip (1 original)		Admission and Student Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required enrollment documents. Secure Enrollment Process Slip.	2. Receive and check the submitted documents. 1 Issue and sign the Enrollment Process Slip.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquire to the accepting Department if there is an available slot for the chosen program. Present Enrollment Process Slip.	2. Attend to the inquiry and check availability of slot. 2.1 Sign the Enrollment Process Slip.	None	30 Minutes	Faculty In-charge Department
3. If slot is available, secure Shifting Form. Present Enrollment Process Slip.	3. Issue Shifting Form. 3.1 Sign the Enrollment Process Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
4. Proceed to the Dean of the current program. Secure Evaluation of Grades and Shiftee Referral Slip. Present Shifting	4. Issue Evaluation of Grades and Shiftee Referral Slip. 4.1 Check and sign the Shifting Form for recommendation.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department



Form and Enrollment Process Slip.	4.2 Sign the Enrollment Process Slip.			(Current Program)
5. Present Shiftee Referral Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Guidance and Testing Unit.	5. Counseling will be done with the student. 5.1 Issue Shiftee Recommendation Slip. 5.2 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Guidance and Testing Unit
6. Present Shiftee Referral Slip, Shiftee Recommendation Slip, Evaluation of Grades, Enrollment Process Slip and Shifting Form to the Dean the accepting Department.	6. Receive and check the documents submitted. 6.1 Sign the Shifting Form for approval. 6.2 Assess courses based on the Evaluation of Grades and issue Advising Slip to the student. 6.3 Sign the Enrollment Process Slip.	None	1 Hour	Faculty In-charge Dean and Associate Dean Department (Accepting Program)
7. Submit Enrollment Process Slip, advising slip Shiftee Referral Slip, Shiftee Recommendation Slip and Shifting Form and confirm the encoded courses.	7. Encode the courses based on the Advising Slip and print the Certificate of Registration. 7.1 Sign the Enrollment Process Slip.	None	2 Hours	Staff In-charge Admission and Student Records Unit Faculty In-charge Department (Accepting Program)
8. Submit the Certificate of Registration to the Cashier for payables breakdown. Present Enrollment Process Slip.	8. Assess the accounts and print payables breakdown and return the Certificate of Registration (COR) to the student. 8.1 Sign the Enrollment Process Slip.	None	15 Minutes	Cashier Unit Head
9. Submit Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation	9. Receive documents and check Advising Slip versus Certificate of Registration. 9.1 Stamp Certificate of Registration (COR)	None	1 Hour	Staff In-charge Admission and Student Records Unit



Slip, Enrollment Process Slip and Shifting Form to the Registrar. Secure validation sticker for ID.	with “OFFICIALLY ENROLLED”. 9.2 Issue sticker for ID validation and released validated Certificate of Registration. 9.3. Sign the Enrollment Process Slip.			
. Submit the validated Certificate of Registration (COR) to the Scholarship Unit. Present Enrollment Process Slip.	10. Receive the validated Certificate of Registration (COR). 10.1. Sign the Enrollment Process Slip.	None	15 Minutes	<i>Staff In-charge Scholarship Unit</i>
TOTAL:		None	8 Hours & 35 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.

4 Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This process pertains to the procedures that cover all activities undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Consent Letter from the Parents or Guardian (1 original)		Provided by the Client		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the forms.	1. Provide the forms.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Proceed to the Guidance and Testing Unit and	2. Check the submitted forms and documents. Provide	None		Staff In-charge, Guidance and Counseling Unit



present the forms and other related documents.	Exit Questionnaire. 2.1 A counseling will be done with the student. 2.2 Counter-sign the Forms.		2 Hours	Guidance Counselor
3. Proceed to the Department. Submit the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receive, verify, and sign the submitted forms. 1 Return the signed forms and inform the student to proceed to the Admission and Student Records Section.	None	2 Hours	Associate Dean and Dean Department
4. Proceed to the Admission and Student Records Section. Submit the approved forms and other related documents.	4. Check and evaluate the submitted forms and other documents. 4.1 Sign the Forms.	None	30 Minutes	Staff In-charge and the Registrar Admission and Student Records Unit
5. Receive the duly signed forms.	5. Process the withdrawal of enrollment or registration. 5.1 Document the withdrawal and Leave of Absence of the student. 5.2 Issue the duly signed forms to the student.	None	15 Minutes	Staff In-charge Admission and Student Records Unit
TOTAL:		None	4 Hours & 55 Minutes	

* The total turnaround time considers the volume of the clients, waiting time, queue, internet connectivity and Registry System issues.



5. Issuance of Academic Credentials

(This process pertains to the issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and has complied with the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Student/Alumni/Duly Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Records Request Slip (1 original)		Admission and Student Records Unit		
Records Claim Slip (1 original)		Admission and Student Records Unit		
Official Receipt (1 original)		Cashier Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://tinyurl.com/ASRSFORMS		
Transcript of Records (1 Colored Photocopy)		Provided by the Client		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative		Provided by the authorized representative		
Authorization Letter (1 original)				
Any Valid ID (1 original for verification,1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. 1.1 Fill-out and submit Records Request Slip and Claim Slip.	1. Receive and check requirements. 1.1 Provide Records Request Slip and Claim Slip.	None	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Present Records Request Slip and pay the corresponding fees.	2. Process the payment and issue the Official Receipt.	See table below	15 Minutes	Staff In-charge Cashier Unit
3. Present the Official Receipt to the Admission and Student Records Section and secure the	3. Receive and check the Official Receipt. 3.1. Issue the Student Records Claim Slip indicating	None	5 Minutes	Staff In-charge Admission and Student Records Unit



Records Claim Slip.	the date of release. 2. Process the requested document/s.		3 Days	
Present the Records Claim Slip, log-in to monitoring logbook and receive the credential.	4. Receive the Records Claim Slip. 4.1. Provide the monitoring logbook. 4.2. Issue the requested credential.	None	20 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 45 Minutes	

Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	Free of Charge
Certificate of Grades	Free of Charge
Certificate of Registration	Free of Charge



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process

(This process pertains to the application for admission of incoming first-year, and transfer students to the institution.)

Office/Division:	Appraisal and Testing Unit
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming first-year, transferee students, and high school graduates (old curriculum)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Senior High School Applicants:	
DDOSC Admission Test Application Form	To be provided by the Appraisal and Testing Unit
Two (2) pcs of 2x2 picture	To be provided by the applicant
Certification as proof that the applicant is a graduating student (for applicants that are currently enrolled as senior high school students only)	To be provided by the applicant
Transferee Applicants:	
DDOSC Admission Test Application Form	To be provided by the Appraisal and Testing Unit
Two (2) pcs of 2x2 picture	To be provided by the applicant
Transcript of records (TOR)	To be provided by the applicant
High school graduates (old curriculum):	
DDOSC Admission Test Application Form	To be provided by the Appraisal and Testing Unit
Two (2) pcs of 2x2 picture	To be provided by the applicant
Form 138/Diploma	To be provided by the applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for admission through onsite application during the application period as posted on the Facebook page.	1. Post the admission application period at: https://www.facebook.com/profile.php?id=100063638413603 1.1 Verify the documents of applicants for completeness and authenticity. 1.2 Issue an acknowledgment slip to the student applicant.	None	5 Minutes	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
2. Wait for the schedule of the admission test.	2. Prepare the schedule for the admission test. 2.1 Publish the scheduled examination to inform the applicants at: https://www.facebook.com/profile.php?id=100063638413603	None	One (1) calendar week after the closing of the application period	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff



3. Take the admission test as scheduled.	3. Provide the students with the test questionnaire and answer sheet.	None	1 hour	Appraisal and Testing Unit Head/ Psychometrician
4. Verify test results through the DDOSC Guidance and Testing Facebook page.	4. Make an announcement on the Facebook page regarding the release of test results at: https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) calendar weeks after they took the exam	Appraisal and Testing Unit Head/ Guidance and Counseling Unit Head/ ATU Staff
	TOTAL:	None	28 days, 1 Hour and 5 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This process pertains to school fees of students not covered by the Free Higher Education such as old accounts, requested special class, and accounts of students who are disqualified due to residency.

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	5 Minutes	Cashier Unit – Head
TOTAL		Total Outstanding Balance	10 Minutes	



2. Collection of Other Fees

(This process pertains to collection of fees, charges, and other assessment from students, government agencies, and other stakeholders.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Students, Suppliers, and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Slip.	1. Check and Verify Payment Order Slip	None	5 minutes	Cashier Unit – Head
2. Pay the required fees.	2. Issue official receipt	Amount Reflected in Payment Order Slip	5 Minutes	Cashier Unit – Head
TOTAL		Amount Reflected in Payment Order Slip	10 Minutes	



3. Issuance of Statement of Accounts.

(This process pertains to the issuance of Statement of Accounts containing the total payables of the students for the current and previous semesters.)

Office/Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For currently enrolled students:</i> College Identification Card or Certificate of Registration. <i>For not officially enrolled students of the current semester:</i> Any valid identification card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and Fill-in the request logbook.	1. Prepare the statement of account. 1.1 Check and verify the document before the approval	None	20 minutes	Cashier Unit – Head
2. Receive and sign on the logbook for outgoing documents.	2. Release the approved Statement of Account.	None	2 Minutes	Cashier Unit – Head
TOTAL		None	22 Minutes	



GUIDANCE AND COUNSELING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee’s interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Guidance and Counseling Unit		
Counseling informed consent		Guidance and Counseling Unit		
Counseling Form		Guidance and Counseling Unit		
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Counseling Logbook	1. Instruct client to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fill out the Request Slip and forward the client to the Guidance Counselor	2.1. Instruct the client to fill out request slip. 2.2. Endorse the client to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fill out the Counseling Form	3.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4. Sign the Counseling Informed Consent	4.1. Instruct the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



	to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
TOTAL		None	51 Minutes	



2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee’s interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division:	Guidance and Counseling Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Clients
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student’s Referral Slip	Guidance and Counseling Unit
Student Call Slip	Guidance and Counseling Unit
Counseling informed consent	Guidance and Counseling Unit
Counseling Form	Guidance and Counseling Unit
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and Complete the Referral Slip	1.1. Prepare the Counselor’s Referral Form. 1.2. Confirm with the client the intent to be referred to the Guidance Counselor. 1.3. Fill out the referral form and submit it to the guidance and counseling office.	None	5 Minutes	Faculty/ Prefect of Discipline
2. Receive the Referral Slip	2.1. Issuance of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identify the Client for Counseling	3.1. Issuance of Student Call Slip	None	2 Minutes	Guidance Counselor



4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	4.1. Instruct the client to fill out the counseling logbook. 4.2. Endorse the client to the guidance counselor.	None	2 Minutes	Guidance Staff
5.Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	45 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.			
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
TOTAL		None	1 Hour	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of List and Employee's Profile (This process pertains to the issuance of List and/or DDOSC Employees' Profile to clients who have granted authorization to use said data.)				
Office/Division:		Human Resource Management Unit		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		All clients availing DDOSC services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approved by the College President indicating the purpose of the data requested.		To be provided by the applicant.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter approved by the College President to the HRMU.	1. Receive the letter request from the client and check as to completeness of the requirements.	None	3 Minutes	Human Resource Management Unit Personnel
	1.1 Prepare the requested List and Employee's Profile.	None	2 Days	Human Resource Management Unit Personnel
	1.2 Verify the document requested	None	1 Days	Human Resource Management Unit Head
	1.3 Forward to the Office of the College President for Approval.	None	1 Days	Human Resource Management Unit Personnel
	1.4 Receive document from the Office of the College President or Human Management Resource Unit	None	1 Minute	Head/ Human Resource Management Unit
	1.5 Inform the Client/s on the update of the requested document as soon as it is received from the Office of the College President.	None	1 Minute	Head/ Human Resource Management Unit



2. Receive the document and sign the Log book for outgoing documents.	2. Release the List and Employee's Profile	None	1 Minute	Head/ Human Resource Management Unit
TOTAL:		None	6 Days, 6 Minutes	

2. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) (The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		DDOSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via goggle form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File online request through Google form	1. Check, & verify submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.1 Prepare the requested Pay Slip 1.2 Endorse to the Branch Director for approval.		5 Minutes	<i>HRMU Personnel Branch Director</i>
2. Receive the Pay Slip, and sign in the Logbook for Pay Slip	2. Release the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	



3. Request for Travel Order (within the region and not exceeding 3-Days)

(This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel within the region.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order Application Form (3 original)	Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)
If applicable, documents supporting the necessity of Travel (Invitation Letter, Office Order, Memoranda, etc.)	Provided by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the Travel Order form and secure immediate supervisor's recommending approval 1.2 Submit to the Human Resource Management Unit	1.1 Receive the Travel Order Form and check as to completeness of the filled document. 1.2 Affix Travel Order Number and countersign 1.3 Forward travel order to the Branch Director for final approval 1.4 Inform the Client/s on the update of the requested document	None	15 Minutes	HRMU Personnel
2. Receive the Travel Order and sign in the Travel Order Logbook	2. Release the Travel Order	None	1 Minute	HRMU Personnel
TOTAL:		None	16 Minutes	



4. Request for Travel Order (outside the Region, and/or exceeding 3-days) (This process pertains to the issuance of Travel Order for DDOSC Employee/s who has an official travel outside the region, and/or exceeding 3-days.)				
Office/Division:		Human Resource Management Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who May Avail:		All Branch personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Travel Order Application Form (3 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)		
If applicable, other document supporting the necessity of travel (Invitation Letter, Office Order, Memoranda, etc.)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Travel Order form and submit to the Human Resource Management Unit (Must be at least 5 working days before the official travel)	1. Receive by the Human Resource Management Unit, check as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.7 Affix Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.8 Forward the Travel Order to the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.9 Forward to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.10 Receive the approved Authority to travel from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.11 Inform the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receive Travel Order and Sign the Travel Order Logbook	2. Release the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Days, 16 Minutes	



5. Payment of Salaries and Wages

(The processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.

Office/Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who May Avail:	Job Order Personnel Contract of Services Personnel Part-time Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Primary Requirements:	
Biometric Print out (1 original)	Human Resource Management Unit
Daily Time Record (4 original)	Human Resource Management Unit
Certificate of Services Rendered (4 original)	Provided by the Client
Bi-Monthly Performance Output Report (4 original)	Provided by the Client
Travel Order (1 original, 3 photocopy)	Provided by the Client
Certificate of Appearance/Participation (1 original, 3 photocopy)	Provided by the Client
Notarized Contract (1 original, 1 photocopy) *For first processing of salaries and wages only	Provided by the Client
Additional requirements	
For Representative:	
Authorization Letter (1 original)	Provided by the person being represented
Government-issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the person being represented
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the representative



Last salary:				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)		Human Resource Management Unit (
Salary due to deceased employee/personnel:				
Death certificate authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Marriage contract authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)		Provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive biometric print out and sign in the out-going logbook at the Human Resource Management Unit	1. Prepare and issue the biometric print out to the client.	None	4 Hours	<i>Human Resource Management Unit In-Charge</i>
2. Prepare and submit Daily Time Record (DTR) together with the supporting documents	3. Receive the DTR with supporting documents. 3.1 Check the correctness and completeness of documents. 3.2 Prepare payroll and submit to Accounting Section. 3.3 Start processing the payment of salaries and wages.	None	4 Days	<i>Human Resource Management Unit In-Charge</i> <i>Accounting Unit</i>



3. Receive the salaries and wages and sign on the payroll at the Cashier Unit. <i>*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.</i>	3. Release the salary to the client.	None	10 Minutes	Cashier Unit Head
TOTAL:		None	4 Days, 4 Hours, 10 Minutes	



HEALTH SERVICES UNIT

Internal/External Services



1. Processing of Insurance Claims (This process pertains to the claiming of insurance thereby providing financial assistance to the claimant.)				
Office/Division:		HEALTH SERVICES UNIT		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government		
WHO MAY AVAIL		DDOSC Employees, and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRIMARY REQUIREMENTS				
For Students: College ID/Certificate of Registration – (1 Original) For Employees: Employees ID (Faculty/Staff) – (1 Original)		Provided by the Client		
Insurance Forms – (1 Original)		School Clinic		
SECONDARY REQUIREMENTS				
A. For Hospitalization and/or Accident Claim:				
Medical Certificate – (1 Original)		Provided by the Client		
Hospital bills (If Confined) – (1 Original)				
Prescription of medicine – (1 Original)				
Receipts, Invoice or other evidences of expenses – (1 Original)				
Police Report (for Vehicular Accident ONLY) – (1 Original)				
B. For Death Claim:				
Funeral Contract – (1 Original)		Provided by the Client		
Death Certificate with PSA Certification of the Claimant – (1 Original)				
C. For Fire Claim:				
Certificate from the Bureau of Fire – (1 Original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign client's logbook, and verbalize the history of event/accident.	1. Conduct initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	HSU Personnel
2. Secure insurance forms, checklist and submit the requirements	2. Provide the insurance forms with checklist, and assess the submitted requirements for completeness and accuracy	None	7 minutes	HSU Personnel
3. Fill-out insurance forms	3. Instruct and gives assistance in filling up the forms to avoid errors	None	3 minutes	HSU Personnel



4. Receive proper instruction on insurance processes depending on the case	4. Provide instruction on the possible duration as when the client can claim their insurance <i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims	None	3 minutes	<i>HSU Personnel</i>
5. Leave contact details to the school nurse for updates.	5. Provide the claimant with regular updates regarding their insurance status and notify them when their insurance claim becomes available.	None	1 - 2 months	<i>HSU Personnel</i>
6. Present Valid ID, and fill up the Insurance Claim Form. Receive Insurance claim and sign in the logbook for Outgoing Insurance Claims.	6. Verify the provided identification, and issue the Insurance Claim (check/cash) along with a voucher that displays comprehensive details of the claim, signed by the claimant. Provide additional instruction for encashment of the insurance claim if it is issued in the form of a check.	None	3 minutes	<i>HSU Personnel</i>
TOTAL		None	2 Months and 19 Minutes	



2. Dental Services (This process pertains to the providing oral-dental health services, such identifying oral-dental problems, and recommending possible remedies as advised by the school Dentist.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Students: College ID/Certificate of Registration – (1 Original)			Provided by the Client	
For Employees: Employees ID – (1 Original)				
Dental Record Form – (1 Original)			School Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the dental logbook	1. Verify availability of slot for dental check-up and consultation with the School Dentist	None	3 Minutes	<i>HSU Personnel</i>
2. Undergo Oral Dental check-up, consultation, /and tooth extraction as recommended by the Dentist	2. Conduct oral dental examination. Note: With the client's approval, the dentist may carry out a tooth extraction as recommended.	None	25 - 30 Minutes	<i>Dentist</i>
3. Wait for post dental care instruction	3. Give instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4. Secure prescription of medicine	4. Prescribe medicine if necessary	None	3 minutes	<i>Dentist</i>
5. Claim referral to specialist if necessary	5. Refer patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		NONE	44 Minutes	

3. Issuance of Medical Certificate for Employees and Students
(This process pertains to the issuance of medical certificate to all clients availing this service.)



Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	DDOSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Laboratory Results (CBC, UA, SA, X-ray etc.) – (1 Original)		Clinic or Hospital of Choice		
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and verbalize chief complaint or present illness	1. Give the logbook to client for recording. Conduct health history and assessment of present illness	None	3 Minutes	HSU Personnel
2. Undergo vital signs taking, height and weight measurement	2. Conduct height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit for medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submit laboratory results (X-ray, CBC, etc.)	4. Interpret and assess Laboratory results	None	5 Minutes	Physician
Note: Secure laboratory request if lab results are unavailable	Note: Give laboratory request when necessary			
5. Receive instructions and/or health advice as given by by the school physician.	5. Give instruction, health advise,	None	5 Minutes	Physician HSU Personnel
6. Receive medical certificate and sign in the logbook for released medical certificates.	6. Provide the medical certificate and instruct the client to sign in the logbook for released medical certificates	None	2 Minutes	HSU Personnel
TOTAL		None	30 Minutes	

4. Medical Consultation and Treatment (This process pertains to providing medical check-up, administering treatments, and providing health guidance regarding clients' illnesses or conditions.)
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Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: College ID/Certificate of Registration – (1 Original)		Provided by the Client		
For Employees: Employees ID – (1 Original)				
Medical Record Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the logbook for medical consultation, and verbalize chief complaints/illnesses	1. Verify the submitted ID. Proceed with the initial assessment and of gathering health history related to the present illness.	None	3 minutes	HSU Personnel
2. Undergo measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	HSU Personnel
3. Submit to medical consultation and physical examination	3. Conduct physical examination and/or medical consultation	None	10 Minutes	Physician
4. Secure medical advice, and medicine for illness as prescribed by the school physician.	4. Give medical advice and medicine as prescribed	None	3 Minutes	Physician
5. Receive proper health care, instruction, and if necessary a referral to specialist or hospital	5. Give health advise, instruction on dosage of medicine, and if necessary a referral to a specialist or hospital	None	3 Minutes	Physician HSU Personnel
6. Receive Medical Certificate and sign in the logbook for released medical certificates.	6. Give medical certificate, and instruct the client to sign in the logbook for released medical certificates Note: For severe cases, excuse slip is also provided to the client	None	3 Minutes	Physician HSU Personnel
TOTAL			27 Minutes	



HEALTH SERVICES UNIT

External Services

1. Medical Profiling and Physical Examination for Enrollment

(This process pertains to creating a medical profile of students upon their enrollment to the college, and requiring them to submit the necessary requirements indicating their physical fitness to pursue studies.)



Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Freshmen Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) – (1 Original copy each)		Provided by the client		
Annual Drug Test Result – (1 Original)		Provided by the client		
Medical Certificate – (1 Original)		Provided by the client		
Physical Examination Form – (1 Original)		School Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, sign the medical logbook and present requirements needed.	1. Give the logbook to client for recording and inspect the validity of requirements needed	None	3 Minutes	HSU Personnel
2. Receive and Fill-out the Physical Examination Form	2. Provide Physical Examination Form and give instructions on how to properly fill it in.	None	5 Minutes	HSU Personnel
3. Undergo measurement of height, weight, BP, respiratory rate, pulse rate, temperature, and present pertinent past and present medical history	3. Conduct measuring of height, weight, and vital signs. Interview and ask follow up questions to create health history.	None	5 Minutes	HSU Personnel
4. Submit to physical examination	4. Conduct Physical examination	None	10 Minutes	Physician
	Prepare Medical Clearance			HSU Personnel
5. Receive Clearance	5. Provide Medical Clearance	None	2 Minutes	Physician
TOTAL		None	25 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal/External Services



1. Application for Library Card

(This process pertains to verifying the access of employees and students to library services, ensuring the safe circulation of resources. It includes acquiring a library card, enabling authorized resource utilization, and supporting responsible borrowing practice.)

Office/Division:	Library and Learning Resource Center Section- Reference Desk
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	Provided by the Client
Library Card Form (1 original)	Library and Learning Resource Center Section -Reference Desk or Online Application
Library Card Registration Form (1 original)	
	Online Application: https://tinyurl.com/LIBCARDMain

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the necessary information in the logbook at the reference desk or in the online application, and then present the required documents to the person in charge.	1. Review the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Complete the Library Card Registration form to be registered in the KOHA Library Management System.	2. Encode, generate the barcode, and issue the Library Card for the client.	None	15 hours, 55 minutes	Library and Learning Resource Center Section, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verify the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	Library and Learning Resource Center Section, Personnel
TOTAL:		None	16 Hours/ 2 Days	



2. Application for Borrower's Card (This process pertains to obtaining a library borrower's card, highlighting the formal application process for the card, and confirming the client's identity when accessing and borrowing resources)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card Form (1 original)		Library and Learning Resource Center Section- Reference Desk or Online Application Online Application Form: https://docs.google.com/forms/d/12NIT6hUIUiojQ4AAs1aCdoKEr_g_oKeH6T3fqvgL0Xo		
1x1 Picture, White Background (1 original)		Provided by the Client		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the requirements presented, and issue borrower's card to the client for their completion.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive and fill out the necessary information on the borrower's card.	2. Assist the borrower in completing the card and then receive it for filing in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	7 Minutes	



3. Open Database Electronic Access Services (This process pertains to the effective monitoring of both online and offline electronic resource access. This service is designed for faculty, staff, and students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Library Card (1 laminated)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan the Library Card in the entrance Logger System and sign in the E-Library/ Database Logbook.	1. Assist the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fill in the 'Reservation Form' and submit it to the designated In-Charge before availing the services.	2. Receive the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
3. Register in the designated database to create a unique 'User Account,' if applicable	3. Assist the client in the registration process and guide them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
4. Navigate the available resources.	4.If necessary, provide the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty, staff, and students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who May Avail:	Employees, Students, and Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading for Faculty, Staff, and Students	
Entrance Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 Laminated)	Provided by the Client
Borrowing for Faculty and Staff	
Borrower’s card (1original)	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Any government-issued identification card (1 original)	Provided by the Client
Borrowing for Student	
Online Reservation for out of campus clients	Library and Learning Resource Center Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Borrower’s Card/ Borrower’s Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 laminated)	Provided by the Client
Outside Researcher-External Service	
Online Reservation for out of campus clients	Library and Learning Resource Section-Online Reservation Online Reservation: https://tinyurl.com/LIBRESERVEFORM
Recommendation Letter from their School Librarian or Administrator (1 original)	Provided by the Client



Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>For faculty, Staff and Students:</i> Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk; then present the requirement.	1. Check the completeness/correctness of the presented document.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
1.1 <i>For Outside Researcher/s:</i> Sign the visitor's logbook located at the reference desk and present the document required by the Librarian.	1.1 Conduct interview, verify, and accept the necessary requirements as specified by the Librarian.	None	4 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Locate the reference resources on the shelves.	2. Assist the client in locating the reference resources in the shelves, if needed. 2.2. Subsequently, release the resources to the client for the intended purpose. 2.3. Keep and secure the necessary document handed over by the client in the File Cabinet.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	17 Minutes	



5. Returning of Borrowed Library Resources (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty, staff, and students, offering a service aimed at efficient management.)				
Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who May Avail:	Employees and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Faculty and Staff				
Borrower's Card (1 original)			Library and Learning Resource Center Section-Reference Desk	
Any government-issued identification card (1 original)			Provided by the Client	
Borrowed Resources			Provided by the Client	
Student				
Borrower's Card/Borrower's Logbook (1 original)			Library and Learning Resource Center Section - Reference Desk	
Library Card (1 laminated)			Library and Learning Resource Center Section - Reference Desk	
Borrowed Resources			Provided by the Client	
Official Receipt (For over-due books)			Cashier Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System and sign in the logbook located at the reference desk.	1. Provide assistance to the client during this process.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Present the borrowed resources at the Reference Desk for verification and return.	2. Check the condition of the resources and verify any discrepancies in the "permissible time" recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, return the documents handed over by the client (such as Government ID, Library	None	5 Minutes	Library and Learning Resource Center Section, Personnel



	Card). b. Return the resources into its proper place.			
3. For overdue or damaged resources, comply with the corresponding sanction or fines.	3. Safely keep the item being sanctioned or the official receipt for the amount being paid.	The length of the penalty or the fine imposed depends on how long the books are overdue.	2 Minutes	Library and Learning Resource Center Section, Personnel
a. For payments, obtain the payment slip from the Librarian, then pay the exact amount directly to the Cashier In-Charge	3.1 Receive the payment from the client and issue an Official Receipt.		3 Minutes	Head/Cashier Section
	3.2 If the transaction is settled, return the documents handed over by the client, such as the Government ID and Library Card.		1 Minute	Library and Learning Resource Center Section, Personnel
TOTAL:		Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes	



6. Application for the Utilization of Audio-Visual Room (This process pertains to the effective management of audio-visual resources for faculty, staff, and students. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who May Avail:		Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form (1 original)		Library and Learning Resource Center Section- Reference Desk		
For Students: Library Card (1 laminated)		Provided by the Client		
For Employees: Any government-issued identification card (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Input/scan Library Card in the Entrance Logger System, and sign in the logbook located at the reference desk.	1. Assist the client during the AVR reservation process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Receive the AVR Reservation Form, and fill out the required information.	2. Issue the AVR Reservation Form to the client, and check for the correctness of the entries. Provide assistance for queries.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. Submit the requirements.	3. Check and safely keep the presented requirements, then hand over the key and/or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

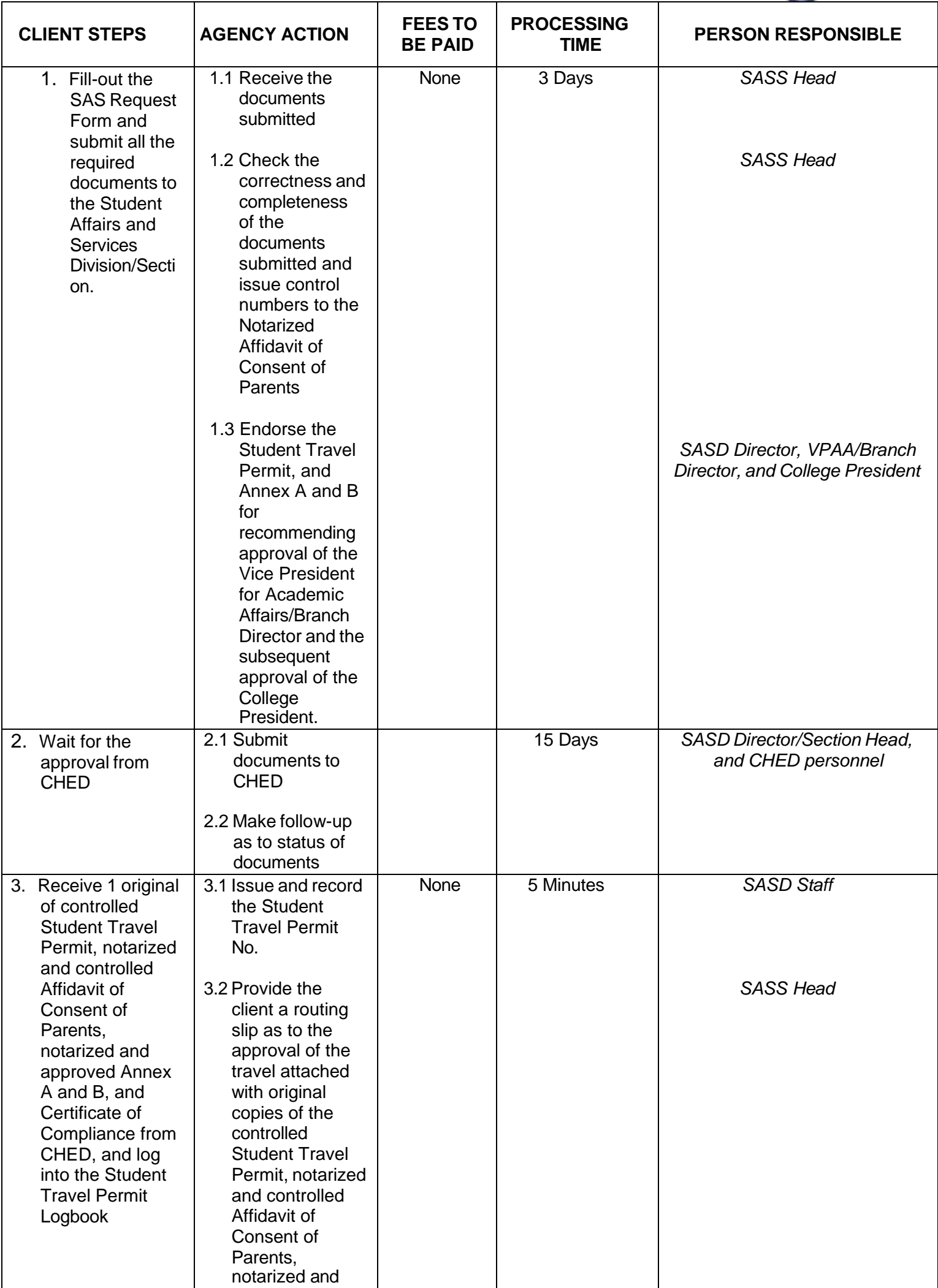
External Services



1. Issuance of Student Travel Permit for Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending curricular off-campus activities conducted by the College to supplement and facilitate a more meaningful learning process in addition to the regular classroom instructional programs that are in accordance with specific degree program activities.

Office/Division:	Student Affairs and Services Division/Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All Students through their Personnel-In-Charge	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Representative (Personnel In-Charge)		
Approved Course Syllabus/Manual (1 photocopy)	Faculty handling the subject / Academic Department / Dean	
Annex A and B (2 original)	Student Affairs and Services Division/Section	
Letter of Intent	Provided by the Client	
SAS Request Form (1 original)	Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge	Provided by the Client	
Personnel-in-Charge's proof of attendance to first-aid/medical emergency training	Provided by the Client	
Pictures of First Aid Kit	Provided by the Client	
Breakdown of Fees (if applicable)	Provided by the Client	
Student's Health Insurance Certification	Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division	
Updated Medical Certificate (1 original)	Provided by the Client	
Student Travel Permit (1 original)	Student Affairs and Services Division/Section	
Students' mobility For college vehicle: <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, and driver's license. For third-party or sub-contracting <ul style="list-style-type: none">- Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver's license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.	College's Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: <ul style="list-style-type: none">- Orientation/consultation to concerned participants- Announcement to participants and parents regarding the off-campus activity- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders	Provided by the Client	





	approved Annex A and B, and Certificate of Compliance from CHED			
TOTAL		None	8 Days, 5 Minutes	

2. Issuance of Student Travel Permit for Non-Curricular Off-Campus Activities

This process pertains to the issuance of Student Travel Permit to students who are attending non-curricular off-campus activities conducted and intended by the College to broaden the students’ learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage.

Office/Division:	Student Affairs and Services Division/Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Students through their Personnel-In-Charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Representative (Personnel In-Charge)			
Letter of Intent		Provided by the Client	
SAS Request Form (1 original)		Student Affairs and Services Division/Section	
Approved Travel Order of the Personnel-In-Charge		Provided by the Client	
Personnel-in-Charge’s proof of attendance to first-aid/medical emergency training		Provided by the Client	
Pictures of First Aid Kit		Provided by the Client	
Breakdown of Fees (if applicable)		Provided by the Client	
Student’s Health Insurance Certification		Health Services Unit	
Notarized Affidavit of Consent of Parents (2 original)		Student Affairs and Services Division	
Updated Medical Certificate (1 original)		Provided by the Client	
Student Travel Permit (1 original)		Student Affairs and Services Division	
Students’ mobility For college vehicle: - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness and driver’s license. For third-party or sub-contracting - Updated/valid documents pertaining to registration, insurance coverage, assurance of road worthiness, driver’s license, franchise with LTFRB or Travel and Tours Operator duly accredited by the Department of Tourism.		College’s Driver / Sub-contracting travel agency	
Documentations of the following activities conducted: - Orientation/consultation to concerned participants - Announcement to participants and parents regarding the off-campus activity		Provided by the Client	



<ul style="list-style-type: none">- Dissemination of info materials/learning journals for students- Emergency preparedness plan to be given to students and stakeholders				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted	None	2 Days and 4 Hours	<i>SASS Head</i>
	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents			<i>SASS Head</i>
	1.3 Endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			<i>SASD Director, VPAA/Branch Director, and College President</i>
2. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.1 Issue and record the Student Travel Permit No.	None	5 Minutes	<i>SASS Head</i>
	2.2 Provide the client a routing slip as to the approval of the travel attached with original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents.			<i>SASS Head</i>
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	



3. Issuance of Certification

This process pertains to the issuance of certification to those requesting officers/members of any of the current and previously recognized and/or institutional student organization of the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Organization Officers/Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
SAS Request Form (1 original)		Student Affairs and Services Division/Section		
Certification Attachment Form (1 original)		Student Affairs and Services Division/Section		
Representative				
Authorization Letter (1 original)		Provided by the Client		
Government-issued identification card of the person being represented (1original, 1 photocopy back-to-back with affixed three (3) signature specimen)		Provided by the Client		
Government-issued identification card of the representative (1 original, 1 photocopy back-to-back with affixed three (3) signature specimen)		To be provided by the representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and the Certification Attachment Form and submit the forms to the Student Affairs and Services Division/Section.	1. Receive the documents from the client. 1.1 Check the appropriateness, completeness and legality of the claim 1.2 Start processing the request.	None	1 Day	SASS Head
2. Receive the certification and log into the Certification Logbook.	2. Issue the certification to the client	None	3 Minutes	SASS Head
TOTAL		None	1 Day, 3 Minutes	



4. Issuance of Excuse Slip for Class Absences

This process pertains to the issuance of excuse slip to any student who has been absent from class due to valid reasons but is not limited to the official representation of the school, death/emergency of an immediate member of the family, sickness or any health-related reasons, calamities, and other absences due to safety concerns, religious holiday/ceremony, and court appeals.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Excuse Letter		Provided by the Client		
Any proof that corresponds to the reason of absence		Provided by the Client		
Request for Issuance of Excuse Slip (for more than two consecutive class absences)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SAS Request Form and submit the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents from the client 1.2 Verify the document/s presented by the students.	None	10 Minutes	SASS Head
2. Receive the Excuse Slip and log into the Excuse Slip Logbook.	2. Issue the client with Excuse Slip.	None	3 Minutes	SASS Head
TOTAL		None	13 Minutes	



5. Issuance of Uniform Pass Slip

This process pertains to the issuance of uniform pass slip to students who have incomplete or are not wearing the school uniform on regular school days for valid reasons. These reasons may include, but are not restricted to: being a First Year/New, returning or transferring students, health issues, unavoidable accidents, physical changes, and calamities. It's important to note that a uniform pass slip won't be necessary on designated "Wash Days" and on special occasions as identified by the College.

Office/Division:	Student Affairs and Services Division/Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SAS Request Form		Student Affairs and Services Division/Section		
Justification Letter (1 original)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log the client's name in the Logbook provided at the Guardhouse.	1. Provide the client with the Logbook for the Uniform Pass Slip	None	1 Minute	Security Personnel
2. Fill-out SAS Request Form and submit Justification Letter to the Student Affairs and Services Division/Section	2.1 Receive the Justification Letter from the client 2.2 Check and verify the justification presented 2.3 Start processing the request	None	5 Minutes	SASS Head
3. Receive the Uniform Pass Slip from the Student Affairs and Services Division/Section and log into the Uniform Pass Slip Logbook	3. Issue the Uniform Pass Slip indicating its validity	None	3 Minutes	SASS Head
TOTAL		None	9 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a Feedback?	<p>Please let us know how we have served you by doing any of the following:</p> <p>Accomplish the Client Feedback Form available in the offices and drop this at the drop box located at the Public Assistance and Complaints Desk.</p> <p>You can also send your feedback through the following email addresses:</p> <p>president@ddosc.edu.ph feedback@ddosc.edu.ph</p>
How feedback is processed?	<p>Client files feedback either through accomplishing Client Feedback Form available in the lobby or by sending their feedback through the following email addresses:</p> <p>president@ddosc.edu.ph feedback@ddosc.edu.ph</p> <p>Every Friday, the Human Resource Management Officer-In-Charge opens the drop box and compiles and records all feedback submitted.</p> <p>The Human Resource Management Officer-In-Charge reviews the feedback and forwards this to the appropriate department/unit of the office. Feedback requiring answers shall be acted upon within three (3) days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>



How to file a complaint	<p>Fill out the Client Complaint Form and drop it at the designated drop box located at the Public Assistance and Complaints Desk.</p> <p>Complaints can also be filed through the following email addresses: president@ddosc.edu.ph feedback@ddosc.edu.ph</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart) +639176207468 (Globe)</p>
How complaints are processed	<p>Every Friday, the Human Resource Management Officer-In-Charge opens the drop box, compiles and records all complaints submitted.</p> <p>For received complaints related to Personnel, the feedback form will be forwarded to the Grievance Committee for further action. If the complaints are related to Students, it will be forwarded to the Office of the Student Affairs Services for further action.</p> <p>Upon evaluation, the Grievance Committee or the head of the Office of the Student Affairs Services shall start the investigation and forward the complaint to the personnel/student concerned for their explanation.</p> <p>The Grievance Committee or the head of the Office of the Student Affairs Services will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Grievance Committee or the head of the Office of the Student Affairs Services will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart); +639176207468 (Globe)</p>
Contact information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565</p>



List of Offices

Office	Address	Contact Information
DDOSC - COMPOSTELA MAIN CAMPUS		
Office of the College President	Purok 10, Poblacion, Compostela, Davao de Oro	president@ddosc.edu.ph
Admission and Student Records Section	Purok 10, Poblacion, Compostela, Davao de Oro	registrar_compostela@ddosc.edu.ph
Bids and Awards Committee	Purok 10, Poblacion, Compostela, Davao de Oro	procurement@ddosc.edu.ph
Cashier Section	Purok 10, Poblacion, Compostela, Davao de Oro	cashier_compostela@ddosc.edu.ph
Office of the Chief for Administration and Finance	Purok 10, Poblacion, Compostela, Davao de Oro	ocaf@ddosc.edu.ph
Guidance and Counseling Unit	Purok 10, Poblacion, Compostela, Davao de Oro	guidance@ddosc.edu.ph
Health Services Section	Purok 10, Poblacion, Compostela, Davao de Oro	healthservices@ddosc.edu.ph
Human Resource Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	hrms@ddosc.edu.ph
Library and Learning Resource Center Section	Purok 10, Poblacion, Compostela, Davao de Oro	library_compostela@ddosc.edu.ph
Student Affairs and Services Division	Purok 10, Poblacion, Compostela, Davao de Oro	sasd@ddosc.edu.ph
Property and Supply Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	psms@ddosc.edu.ph
DDOSC – MARAGUSAN BRANCH		
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.maragusan@ddosc.edu.ph



Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier.maragusan@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	<u>hrmo.maragusan@ddosc.edu.ph</u>
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_maragusan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_maragusan@ddosc.edu.ph
Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	osas.maragusan@ddosc.edu.ph
DDOSC – MONTEVISTA BRANCH		
Office of the Branch Director	Purok 4B, San Jose, Montevista, Davao de Oro	director.montevista@ddosc.edu.ph
Admission and Student Records Unit	Purok 4B, San Jose, Montevista, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok 4B, San Jose, Montevista, Davao de Oro	cashier_montevista@ddosc.edu.ph
Guidance and Counseling Unit	Purok 4B, San Jose, Montevista, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hrm_montevista@ddosc.edu.ph
Health Services Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hsu_montevista@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok 4B, San Jose, Montevista, Davao de Oro	library_montevista@ddosc.edu.ph



Student Affairs and Services Section	Purok 4B, San Jose, Montevista, Davao de Oro	sas.montevista@ddosc.edu.ph
DDOSC – NEW BATAAN BRANCH		
Office of the Branch Director	Purok 1, Cabinuangan, New Bataan, Davao de Oro	director.newbataan@ddosc.edu.ph
Admission and Student Records Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	cashier_newbataan@ddosc.edu.ph
Guidance and Counseling Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	hrm_newbataan@ddosc.edu.ph
Health Services Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	hsu_newbataan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	library_new bataan@ddosc.edu.ph
Student Affairs and Services Section	Purok 1, Cabinuangan, New Bataan, Davao de Oro	sas.newbataan@ddosc.edu.ph